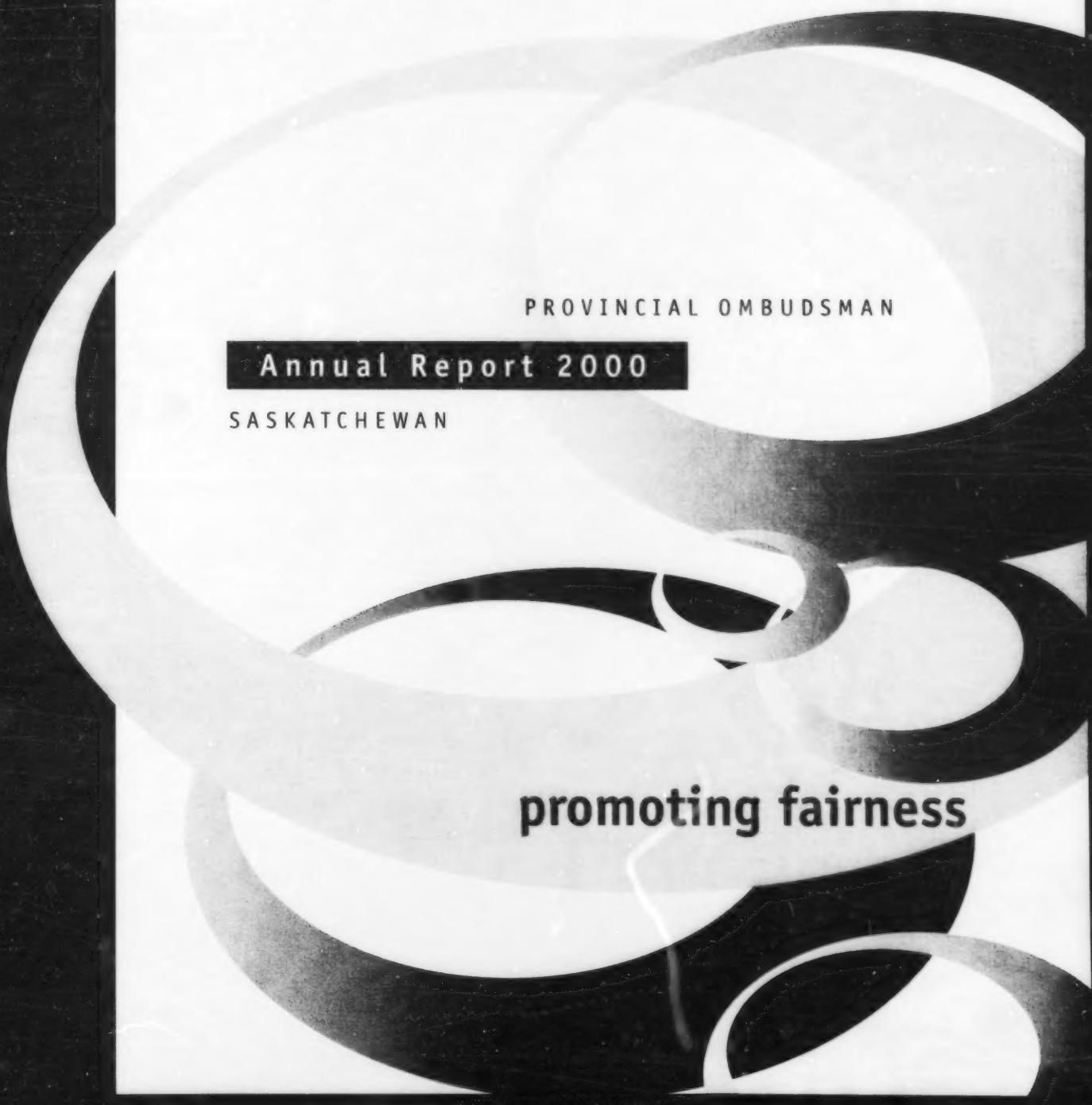
Ombudsman
SASKATCHEWAN

PROVINCIAL OMBUDSMAN

# Annual Report 2000

SASKATCHEWAN



## promoting fairness

101-06701/

Ombudsman
SASKATCHEWAN

Provincial Ombudsman

June. 2001

The Honourable Myron Kowalsky
Speaker of the Legislative Assembly
Province of Saskatchewan
Legislative Building
REGINA, Saskatchewan
S4S 0B3

Dear Mr. Speaker:

It is my duty and privilege to submit to you and to the Members of the Legislature, in accordance with the provisions of section 30 of *The Ombudsman and Children's Advocate Act*, the twenty-eighth Annual Report of the Provincial Ombudsman.

Respectfully submitted,

Barbara J. Tomkins
OMBUDSMAN

promoting fairness

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## KUDOS CONTINUED

**In this report, I have continued my practice of extending the kudos of my office to named individuals in the public service who have made an exceptional effort and shown real commitment to the fairness concepts promoted by my office. These kudos will be found scattered in the margins of the report.**

## Looking Back

I was not one who joined the hype about - dare I say it - the new millennium. I could not avoid, however, the Y2K hype. My office, like every office, faced fears that our computer system would not cope with the year change and that irreparable damage would result. Relatively minor changes to our program gave us a sense of comfort and when the calendar turned, so did our computers. For us, it was much ado about nothing. But then, maybe without the ado, it would have been something. We'll never know.

*For us, it was much ado about nothing. But then, maybe without the ado, it would have been something.*

**Statistics:**
So our computers continued to record information about our work during 2000 and the numbers tell a positive story. Continued public confidence in our office is evident in the increased number of complaints we received. While only marginally higher than in 1999, 2,327 new complaints in 2000 nonetheless constitute a new record.

The numbers also tell a positive story in recording our progress in reducing the investigation time for complaints. In 2000, the office investigated and closed 2,324 files; the average time to closing was 34 days. In 1995, our average time for closing 1,862 files was more than double that at 69 days.

Our numbers are similarly improved for those complaints that require the most detailed investigations. In 2000, the average time of an investigation was 207 days. That's a 39% reduction over 1995 when such investigations averaged 340 days! While we believe that this time can be further reduced in the coming years, we are pleased with our progress.

**Corrections Review:**
In late 1999, we announced a major investigation of the conditions of custody at the four main adult correctional facilities in Saskatchewan. This work continues to the present. While it has taken much longer than I originally anticipated, it quickly became apparent to me that my initial projections were, quite simply, too optimistic.

*I was disappointed that this report did not spark any legislative or public debate.*

We had not previously undertaken a review of this magnitude, nor did we anticipate that the areas of review would be a series of "moving targets". As I am interested in producing results that are valuable to the department and to legislators, I did not think it appropriate to compromise the work to meet an arbitrary projected deadline. Based on our actual experience, I am optimistic that it will be completed early next year.

**Public Reporting:**
In June 2000, I tabled a Special Report in the Legislative Assembly, including details of nine cases that had been drawn to a Minister's attention either by formal Report and Recommendations or by way of advice. I was disappointed that this report did not spark any legislative or public debate. While some of the cases reported were rectified, some important issues remained outstanding. I was hopeful that these would receive consideration and that some resolution might be found. Similarly I have sometimes been disappointed over the lack of debate sparked by some of my annual reports.

*I take very seriously the Ombudsman's role in government accountability.*

I take very seriously the Ombudsman's role in government accountability. It is intended that my office draw to public attention situations where we have concluded that government fell short of its obligation to treat people fairly and to thereby provide an opportunity for interested parties to call upon government to account for its decisions and actions. My public reports provide legislators, the public and the media an

*All names used in case summaries included in this report are entirely fictitious; they are not the names of the people who brought the complaints to the attention of this office.*

opportunity to call government to account. While it is, of course, their choice whether to take that opportunity, I am hopeful that they will be less inclined to let it pass in the future.

**Conclusion:**
The work of our office in 2000 was interesting, complicated and voluminous. While I have, above and elsewhere in this report, expressed some frustrations, I assure you that my perspective is generally positive and my interest is only in improving the effectiveness of my office and its value to the people of Saskatchewan. If Canada is, as the UN says, the best place in the world in which to live and Saskatchewan the best place in Canada, then surely the Office of the Provincial Ombudsman is the best place in Saskatchewan in which to work!

## Case Summary

### My Brother's Keeper

George contacted my office to complain that the Sheriff's Office had issued a Notice of Intent respecting lands that he did not own. He said that the land belonged to his brother and that the Notice should not be executed.

Our investigation disclosed that there was an unpaid court judgment against George. When a person does not pay money that a court has ordered him to pay, there are various steps that the creditor can take to force payment. One is to request that the Sheriff levy a writ against the land and property of the judgment debtor. We learned that this is what had happened in George's case. George did not dispute it.

*George was right in principle; the question was whether his facts were right.*

However, the Sheriff had given Notice that the rent from certain lands would be seized and paid over to the judgment creditor. George said that these lands did not belong to him and that it would be wrong to pay the rent from them to satisfy his debt. George was right in principle; the question was whether his facts were right.

George said his brother Tom and two others had owned the land for many years. On his brother's behalf, George collected the rents and did some maintenance on the land. He also told us that he had briefly lived on the property and might even still have identification showing the land as his address.

We consulted the Land Titles records and confirmed that George was not the owner of the land in question. Instead, it was registered to Tom, Dick and Harry and had been registered to them since 1968. We gave this information to the Sheriff's Office and he agreed that the Notice was in error and would not be enforced.

*We do not understand why the Sheriff would not have checked to confirm that his belief was correct.*

We understood that the information about George's work on the property and even the fact that he briefly resided there might have given the Sheriff to believe that he had some property interest in the land. However, we do not understand why the Sheriff would not have checked to confirm that his belief was correct.

## KUDOS

**Our thanks to Isobel Coats, Manager, Credit Services for SaskTel Care Centre out of the Saskatoon office, for taking the time to review past records of a very unusual account and for co-operating in finding a fair resolution.**

## Service to Northern Residents

For some time now, I have been concerned that my office was not reaching residents of northern Saskatchewan or, if it did, was not offering a service that those residents thought valuable to them. It seemed to me that the number of complaints I received from northern residents was disproportionately low considering its population and considering information I had received regarding the level of reliance on government services in some northern communities.

I learned that the Children's Advocate and the Chief Commissioner of the Human Rights Commission shared similar concerns, if perhaps for different reasons. We decided to travel together to northern communities with a view to explaining our roles and gaining a better understanding of the needs of people in the north.

*I learned even more about them and their community.*

In November 2000, therefore, we travelled to Beauval and La Loche. We hosted an informal public meeting in Beauval and were gratified that about twenty people from that small community attended. We had a candid and valuable discussion about fundamental community issues. While I'm sure those attending learned a lot about us, I certainly learned even more about them and their community.

While our visit had been publicized by community service spots on the local radio station and posters hung in community facilities, I was surprised when as many as sixty people attended our public meeting in La Loche. In addition to this, forty people came specifically to lodge complaints with my office. While I was fortunate that one of my Ombudsman Assistants had made the trip with me and was able to spend the entire day meeting with individual complainants, we were frankly overwhelmed.

*We must find creative ways to provide our service to northern residents.*

I am certain now that I was right and that we must find creative ways to provide our service to northern residents. They are clearly interested in lodging individual complaints and in working with the office to pursue broader issues. They were clearly interested in doing so when our office was made accessible and convenient. I think we have to consider whether our usual means of providing service and, indeed, our usual service itself can be massaged to better meet the needs of these residents.

But before making any major changes, I think it is necessary that I visit other northern communities. While there are concerns of mutual interest between the two communities I visited, there are also concerns specific to those communities. I think it is necessary that I meet with residents of a good cross-section of northern communities if I am to have a better grasp of the kind of service that would be most valuable to them.

For this reason, I intend to travel to northern communities during 2001, again with the Children's Advocate and Chief Commissioner of the Human Rights Commission. Our travelling together offers residents a sort of "one-stop shopping" that I know residents found convenient and which allowed us to avoid duplication of services. Not only that, it was a fun and economical way to travel!

# KUDOS

**Kudos to Doug Kelly, Project Manager, and Les Bell, Director of Engineering Services, Saskatchewan Highways and Transportation, Regina, for patience and co-operation with our investigation into a difficult and time-consuming complaint.**

## Imposition of Ban on Smoking at Saskatchewan Correctional Facilities

### PREFACE

In 1999, the Corrections Division of Saskatchewan Justice decided to implement a ban on smoking in all provincial correctional centres effective, depending on the centre, various dates commencing March 2000 and for some, as late as September 2000. The decision drew significant public and media attention commencing in about February 2000. In addition, several people - not all of them inmates - called my office complaining that the smoking ban was unfair. I commenced an investigation of my own motion.

### BACKGROUND

Until January 1, 1995, smoking by inmates and staff at Saskatchewan correctional facilities was generally unrestricted. In 1994, Corrections Division announced its intention to ban smoking on all correctional centre property (indoors and out) effective January 1, 1995. In response to public, inmate and staff reaction and, perhaps in part, in response to a Judge's comments on the issue, Corrections Division announced a compromise allowing smoking outdoors effective November 20, 1995.

Immediately at some centres and almost immediately at others, however, it was decided that smoking would be allowed indoors in designated, ventilated areas. Thus, the "blue rooms" were created. These continued in use until the imposition of the year 2000 ban. An absolute prohibition against smoking inside correctional facilities was never - or only very briefly - in place and/or enforced prior to March 2000.

### THE INVESTIGATION

#### The Decision

The decision to ban smoking in correctional centres in 2000 was driven by the Division's desire to provide a safe and healthy workplace to its employees. Corrections Division had attempted the compromise of restricted smoking since 1995 but found it was not satisfactory in achieving its objective. In addition, certain rulings by the Occupational Health and Safety Branch (OH&S) reinforced the Division's belief that some limitation on smoking was necessary. Corrections concluded that a total ban was the best means to address what it viewed as pressing health issues and corresponding obligations to its staff.

#### Implementation

Detailed implementation plans were developed for all affected correctional centres. Differences among the institutions were accommodated; it was clearly accepted that there could not be a "one size fits all" plan. Differences in physical structure and programming led, for example, to the decision to impose the ban across all units of the Regina facility at one time, while the ban was to be phased in over several months at the Saskatoon facility.

The effects of withdrawal were considered and accommodated by advance inmate notification, provision of stop-smoking programs, availability of stop-smoking aids such as nicotine patches and nicotine gum, an increased allowable limit for canteen purchases, routine availability of extra snacks such as vegetable sticks and popcorn, back-up security planning, increased after-hours activities and consideration of aboriginal spiritual needs. Indeed, Corrections deserves commendation for the extensive steps it took to accommodate inmate needs associated with withdrawal.

#### Other Jurisdictions

The experience in other Canadian jurisdictions was useful to our investigation. Almost all variations - unrestricted smoking, prohibition against smoking, restricted smoking areas - are in place at institutions in other provinces. Federal institutions had considered a total ban but abandoned the idea before the scheduled implementation date. Instead, federal institutions allow smoking in cells and designated areas, as well as outdoors. The Saskatchewan penitentiary has a smoke-free unit, which had a waiting list.

# KUDOS

**We'd like to acknowledge Arlene Franko, Manager of Injury Claims, Saskatchewan Government Insurance, Regina, for taking the initiative to review a complaint file with an eye for fairness, recognizing an unfairness and rectifying it.**

We did not locate a Canadian facility which prohibited inmate smoking indoors but allowed it outdoors.

**Considerations Supporting a Total Ban**

The department of Justice had numerous reasons for proceeding with a total smoking ban. Most important, the department was concerned that its employees have a healthy work environment and their involuntary exposure to tobacco smoke conflicted with that goal. Other considerations included the sound public policy implications of the ban, the benefits to inmate health and improved safety for the physical structure of the institutions due to reduced fire risk.

**Considerations Against a Total Ban**

We compiled a list of considerations against a total ban on smoking. A major consideration was the fact that inmates are restricted to the facility; it is their home. In addition, it appeared that there was a risk that the restriction against smoking might increase tension in the institution and thereby perhaps increase safety risks to staff and inmates.

## ANALYSIS

We recognized that the imposition of a complete ban on smoking in correctional facilities was lawful, not contrary to the Charter of Rights and Freedoms and within the authority of the department of Justice. We also concluded that allowing unrestricted smoking in correctional facilities was probably not lawful and, in any event, was not a reasonable option. In this context, we considered the following questions:

**"Was the objective of the prohibition of sufficient importance to override the inmates' privilege of smoking?"** The answer to this question was absolutely affirmative.

**"Were the means chosen to achieve that objective demonstrably reasonable?"** It is obvious that the elimination of second-hand smoke will also eliminate the associated health hazards and it is equally obvious that a total ban will achieve the goal of minimizing exposure to second-hand smoke. However, we did not find evidence that exposure to any and every level of second-hand smoke presented a health hazard. Thus, it may be that some smoking could be allowed indoors without exceeding allowable limits and, consequently, that the imposition of a total ban on indoor smoking may restrict inmate smoking to a greater degree than is necessary to reasonably achieve the Division's objective. However, scientific testing was not adequate for us to draw firm conclusions on this question.

**"Was the total ban rationally connected to the objective of providing a healthy workplace?"** The answer to this question was obvious. A total ban on smoking is clearly rationally connected to the object of eliminating the health hazards associated with second-hand smoke.

**"Was the privilege of smoking impaired as little as was reasonable?"** We concluded that some exposure to second-hand smoke might reasonably have been allowed in order to achieve the best balance between the competing interests at issue. However, the fact that an alternative existed did not necessarily render the prohibition unfair.

Irrespective of the answer to that question, there has been no suggestion that smoking outside exposed staff or inmates to unacceptable levels of second-hand smoke. In imposing a restriction against smoking outside, Corrections might have compromised the inmates' smoking privilege to a degree greater than necessary.

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## CONCLUSION

Based on the above analysis, I was not convinced that Corrections' decision to ban smoking inside provincial correctional facilities was unreasonable. The objective which led to the ban is clearly unobjectionable and the imposition of a total ban on indoor smoking, while only one of many alternatives, is the surest means to most effectively secure the objective.

Having concluded that the decision to impose a total ban on indoor smoking was reasonable, I noted, nonetheless, that it was possible to achieve the stated objective through less extensive measures. Corrections itself is dedicated to the proposition that in its dealings with inmates, it will resort first to the least restrictive measures; it seemed to me that the proposition would lead, in this case, to a more sensitive and equally effective result.

Alternatives were available, perhaps including limited designated smoking areas within institutions or, at least, allowing smoking outside. Both of these alternatives were rejected primarily because of perceived difficulties in enforcement.

In the result, one of the inmates' few privileges and comforts has been wholly eliminated. While I accept that enforcement of a ban on inside smoking would be more difficult to enforce than a ban inside and out, I would have been more comfortable in supporting Corrections' decision if it had first made a serious effort at imposing and enforcing a ban only on inside smoking.

Case Summary

### Buyer Beware

Norma got one heck of a surprise and it wasn't a nice one. She called SaskEnergy to her home to repair a damaged gas meter. In the course of doing this work, SaskEnergy learned that Norma's garage was built over the natural gas line serving her house. This was a dangerous situation and could not continue. Norma was told that either the garage or the gas line had to be moved, at her expense.

That decision was easy. It was much less costly and less inconvenient to move the gas line. But Norma didn't agree that she should be responsible for the cost. The garage was already built when she moved in; she didn't think she was responsible for the fact that it was on the gas line.

Well, she was. SaskEnergy had an easement over the property where the gas line was laid and construction on the easement lands was prohibited. A previous owner of Norma's home had built the garage in contravention of the easement. As a purchaser of the property, it was Norma's responsibility to ensure that the structures on it were lawfully constructed. Among other things, this included ensuring that the buildings did not encroach SaskEnergy's easement. Norma hadn't done this.

*Between Norma and SaskEnergy, responsibility lay with Norma.*

It may be that she could sue the former owner or even her lawyer to recover the money but between Norma and SaskEnergy, responsibility lay with Norma.

# KUDOS

**A tip of the hat to Linda McNaughton, Manager, Home Repair Program for Saskatchewan Housing Corporation in Regina, for her willingness to re-examine a complaint issue and seek a workable solution.**

## Fairness and Lawfulness: Let's Talk Turkey

In creating an Ombudsman, government says to its citizens: This government is interested in ensuring not only that you are treated always in accordance with law but also, that you are treated always with fairness. So, *The Ombudsman and Children's Advocate Act* requires that I use a sort of two-step process when I consider government decisions and actions. First, was the decision or action lawful? If so, was it fair?

It is clear to me that the statute contemplates that fairness is something different from and additional to lawfulness. We are all aware of situations where we believe that a lawful decision did not yield a fair result. I have reported many such cases in this and other annual reports. Consider these examples:

- A utility customer owes a debt that was not billed at the time it accrued. The utility comes upon the debt years later and adds it to the customer's on-going bill. The customer is unable to pay the "surprise" addition and service is terminated. The debt is lawfully owing and the termination is lawful. But is it fair?
- A person files an insurance claim. For any number of reasons, the statutory period for commencing action on the claim expires and the claim becomes unenforceable at law. The insurance company refuses to pay, irrespective of the fact that there would be no prejudice if the claim were allowed. The refusal is lawful. But is it fair?
- A person is terminated from his employment and paid a generous amount as severance. The employer admits that the person was a good employee; he simply didn't like the fellow. The employee has received compensation for the termination and has no claim against the employer at law. But is the termination fair?
- A person is convicted for a drinking and driving offence. His licence is suspended in accordance with rules that came into effect after he committed the offence. The retroactive application of the suspension rules is lawful. But is it fair?

I think these examples illustrate the difference between lawfulness and fairness. However, for my office, there is another difference: government agencies sometimes do not view the two as equally significant. Whereas there is little argument that an unlawful decision or action must be rectified, agencies are sometimes less inclined to embrace the importance of rectifying the consequences of an unfair decision or action.

If a decision is unlawful, its rectification is usually reasonably straightforward; the law will prescribe a remedy. And it is usually not particularly difficult to convince government to make that rectification, as long as it accepts our conclusion that a decision is unlawful.

*When we find a decision or action was unfair, rectification is often immensely more complicated.*

But when we find a decision or action was unfair – a far more common conclusion for us – rectification is often immensely more complicated. Fairness is a much more fluid concept than lawfulness and government's view is often different than mine. Government must be reminded, in these cases, that we are not necessarily engaged in a quest to persuade it to our view. Instead, government should understand that an Ombudsman's conclusion and recommendation is the product of the office's particular expertise and is to be accepted and acted on unless we have clearly erred by misapprehending the facts or the effect of our recommendation. We are, after all, an independent body appointed by the legislature for the express purpose of reviewing government decisions and actions; surely the legislature intended government to afford great weight to the decisions of its independent body. Persuading government to adopt this view of our work is difficult and an on-going task.

Even when government has accepted that an unfairness occurred, we often face further challenges. In some sense, government does not always view an unfair decision in the same light that it generally views an unlawful decision. One gets the impression, sometimes, that government sees unfairness as something less important and less demanding of rectification. We receive responses such as:

- Well, it may be unfair but it's not that unfair.
- Or, arguably worse: It may be unfair but it's lawful.
- Or, worst of all: It may be unfair but it's in keeping with the objectives and/or philosophy of the program.

As to the first, I say this: There are no degrees of unfairness, just as there are no degrees of unlawfulness. The severity of consequences may vary but an action or decision is either unfair or it is not.

*Lawfulness and fairness are two different but equally important requirements.*

As to the second: Lawfulness and fairness are two different but equally important requirements. An argument can be advanced, in fact, that by virtue of *The Ombudsman and Children's Advocate Act*, fairness in government decisions and actions has been legislated as a requirement of lawfulness. If so, an unfair decision is also, by virtue of that fact, an unlawful decision. Even if not, the spirit of the legislation leads us to the same place.

As to the third: Unfairness simply cannot be in keeping with the objectives or philosophy of a fair and lawful government program.

The differences between lawfulness and fairness are, to the Ombudsman, not particularly large or important in the sense that they import identical consequences. What is important is that government understands and accepts the importance of both.

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ACR Case Summary

### This Is Just Not My Job

Rose, who lived in a seniors' complex, called my office to complain about the loss of a Support Worker who had provided services to residents of the complex for the past five years. The Support Worker helped residents by doing such things as arranging medical appointments, driving people to hospital, arranging home care services and generally assisting residents with their needs. Her presence was valuable to the residents and gave them a sense of safety, reassurance and comfort. Recently, the Support Worker left her position and no one was hired to replace her.

*They were simply not equipped to undertake the role of Support Worker.*

Rose and a couple of other tenants attended the interview at my office. They said that, as one would expect in a seniors' complex, there were differing levels of health and independence among the residents. Rose and the two tenants with her were fortunate to be among the more independent but they found that this was a mixed blessing. Since the Support Worker left, they said, they and other independent tenants were being asked by less capable tenants to provide advice and assistance in emergencies, rides to doctors and other miscellaneous tasks. Rose and the two tenants were quite willing to help but were concerned that the level of need and the demands placed upon them were just too great. They were simply not equipped to undertake the role of Support Worker.

Our initial inquiries revealed that the Support Worker had been an employee of the Health District through its home care program. The Health District confirmed that the position had not been filled when the previous incumbent left but noted that the services she had provided were now being provided to tenants who received home care services through that program.

# KUDOS

**Special mention to Dan O'Hanlon, Crown Prosecutor, North Battleford, who gave his time and attention to rectifying a situation of unfairness, even though he could have insisted that our complainant instead follow a formal and more complicated process.**

We thought that it might be valuable for the Health District to hear what Rose and the two tenants had told us. We also thought the tenants might benefit from hearing what the Health District had to say. We decided that this was an appropriate case for Alternative Case Resolution.

Rose, the other tenants and the Health District all agreed to participate in a meeting. We then approached the Housing Authority, which operated the building, because the issues linked both agencies; a full discussion could only occur if all parties were at the table and all relevant information was on the table. The Housing Authority agreed.

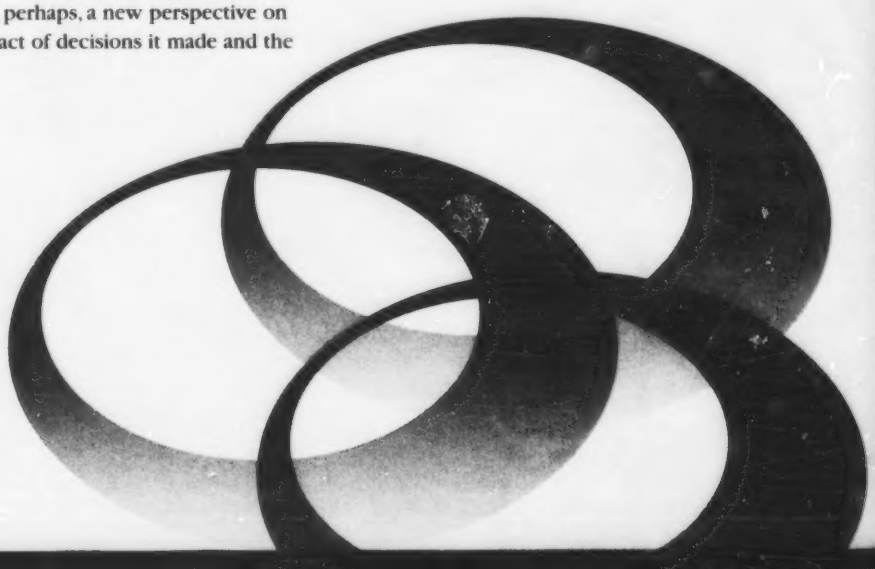
The meeting provided an opportunity for all parties to discuss a number of issues and exchange a lot of information. The Health District provided information about the roles and responsibilities of the Support Worker and the fact that the services were still offered, just in a different manner. The Housing Authority explained the services it offered and learned that it was misinformed about some of the roles and types of supports available through the Health District.

*Their information gave the Health District, perhaps, a new perspective on the impact of decisions.*

Rose and the two tenants spoke of the impact that the change had had on them personally and on the building generally. There is no doubt that they were heard and their information gave the Health District, perhaps, a new perspective on the impact of decisions it made and the fact that that impact extended beyond those who received direct services from the District. Similarly, the Housing Authority gained a different view of the situation.

Probably most important among the matters discussed were questions about communication. The tenants wanted to know how to bring concerns to the attention of the Housing Authority and the Health District. They wanted to explore ways to facilitate communication with very elderly tenants - ways that were comfortable for the tenants, not just the authorities. (That is, no answering machines.) They wanted an assurance that people could get the help they needed without compromising their privacy. Finally, they wanted to discuss a means to distribute all the good information coming from the meeting to all tenants in the building.

While we did not find all the answers to all the questions that day, the issues were on the table and accepted by all present as valid. The discussions will continue. Our complainants still think a full-time Support Worker is the best solution but they recognize that this may not be the outcome. They are pleased, whatever the outcome, that the consequences are now more clear and that their concerns will be considered.



## I'm Sorry, She's In a Meeting

In 2000, the Canadian Ombudsman Association (COA) joined with five other North American Ombudsman associations to host what was called an Ombudsman "superconference" in San Francisco, California. With almost 400 people from across Canada, the United States and around the world, it was some event!

I made two presentations at the conference. One related to our Alternate Case Resolution process, which is of considerable interest in the world of classical Ombudsman. The other was the discussion of one of our most difficult investigations. I think both were well-received.

*I gained more than I expected and I expected a lot.*

The Canadian Ombudsman tried something in October 2000 that we've not done before. Scott Sutton, my Alberta counterpart, invited all Canadian legislative Ombudsman to Canmore, Alberta for two days of informal discussion. Despite our annual conferences, this is the first time that the Ombudsman have made an opportunity to meet alone to discuss matters of mutual interest. I gained more in those two days in Canmore than I expected, and I expected a lot. I'm glad that we have decided to make these meetings a regular event.

I'm fortunate that I am able to attend meetings like these. I know that some view them as holidays or even junkets. And I won't deny that we usually have a lot of fun. But the value of these gatherings cannot be overestimated. There are relatively few Ombudsman in the world and, of course, far fewer in this country. There is a real need for us to consult to expand our view of the possibilities for our offices and to learn new ways of doing our work. We can't do this with others in town or even in our provinces; there are no others.

## KUDOS

**Rose Ann Baum, Manager of Provincial Training Allowance, Post-Secondary Education and Skills Training, Regina, deserves recognition for giving extra effort to ensure that a client in difficulty received immediate financial assistance pending the correction of her student loan record.**

## Case Summary

### Shouldn't This Work Both Ways?

Hugh made a claim against his crop insurance. When he received the cheque, he noticed that Saskatchewan Crop Insurance Corporation (SCIC) had deducted the amount of his outstanding premium and interest on that unpaid sum. Hugh had no argument with the deduction of the premium and interest but he did have an argument about the amount he received on his claim; he thought it was too low. He appealed.

Some months later his appeal was heard and he was successful. Some time after that, he received a cheque for the additional amount awarded at the appeal.

*"Wait a minute," Hugh thought.*

"Wait a minute," Hugh thought. "They charged me interest on my unpaid premium. Shouldn't they pay me interest on the unpaid portion of my insurance claim?" He inquired but SCIC staff pointed out that their statute exempted the corporation from paying interest. Hugh didn't think this was fair and complained to my office.

*We recommended that they develop a consistent practice respecting claiming and paying interest.*

Our investigation confirmed that statutory provisions exempt SCIC from paying interest on disputed crop insurance claims. However, we thought that if the corporation was charging interest

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on debts owed to it, fairness suggested that they should pay interest on debts they owe. We recommended that SCIC pay interest on the portion of Hugh's claim that was ordered on appeal and also that they develop a consistent practice respecting claiming and paying interest.

SCIC agreed with the first part of our recommendation and paid interest to Hugh, calculated to the date of his appeal. However, the payment was made on an *ex gratia* basis, meaning that SCIC believed that it was under no obligation to pay it or to make similar payments in future. They did say, however, that they would consider extending the practice.

*I am hopeful that SCIC will accept the second part of our recommendation.*

At time of writing, we are not aware that this issue has been resolved. The question of whether SCIC should pay interest on insurance claims or cease collecting it for unpaid premiums is one that was pursued some years ago by one of my predecessors. In each case, our conclusions and recommendations were the same. I am hopeful that SCIC will accept the second part of our recommendation and develop a more consistent and fair policy respecting interest.

Case Summary

### I Don't Understand These Rules!

Bill was concerned about bait hunting in Saskatchewan. Bait hunting is a catch-phrase for a practice whereby pieces of animal carcass are left at stations in the bush in order to attract bears. Outfitters, who operate the bait stations, then bring hunters to the area for purposes of hunting the animals. Bill thought that the practice constituted a health hazard to humans and animals and should be banned.

I advised Bill that this was not a matter that my office could investigate. My role is to investigate decisions made and actions taken in the implementation and administration of government policy. But the determination of appropriate policy is a political matter for the electorate and the members of the Legislative Assembly. For this reason, an Ombudsman does not set government policy and, except in exceptional circumstances, does not comment on it.

Bill then suggested that there was an aspect of his complaint that we could investigate and he was right. He said that the regulations governing the practice of bait hunting were contradictory. I commenced an investigation.

We learned that, while the practice of bait hunting is primarily regulated by Saskatchewan Environment and Resource Management (SERM), the departments of Health and Agriculture & Food also play roles:

- SERM administers *The Wildlife Regulations* that include provisions allowing and setting out rules respecting the placement of animal carcasses or parts as bait to attract big game.
- Regulations administered by Saskatchewan Health under *The Public Health Act*, provide that no one is allowed to place any dead animal in the outdoors. Those regulations provide that when any animal dies or is accidentally killed, it must be buried within 12 hours or otherwise disposed of to the satisfaction of the medical health or sanitary officer.
- Saskatchewan Agriculture & Food publishes and distributes an information sheet which advises that dead animals must be disposed of within 48 hours of their death.

*Clearly, these three documents were both inconsistent and contradictory.*

Clearly, these three documents were both inconsistent and contradictory. While one provides the rules for placing animal carcasses and parts as bait, the other two appear to entirely prohibit the practice. Instead, the latter documents provide that all animals must be buried after death,

# KUDOS

**A toast to Gordon Barnes, Operating Supervisor, SaskPower, Yorkton, for his willingness to review a file, consider our representations and seek solutions.**

although they indicate entirely different time limits for that burial.

We drew these inconsistencies to the attention of all agencies involved. Without suggesting what policy they should adopt, we recommended that the regulations and information sheet be revised to ensure that they were consistent and could be followed.

*None of the agencies was aware of the contradictions.*

It appears that none of the agencies was aware of the contradictions. Each accepted our recommendation. Both SERM and Saskatchewan Health have advised that the regulations under their jurisdiction will be amended to obtain consistency. The Saskatchewan Agriculture & Food information sheet will be revised to accord to the amended regulations.

I realize that none of these changes will necessarily address Bill's fundamental complaint against bait hunting. But I am pleased that government policy – whatever its decision on Bill's issue – will be clear to those who are expected to comply.

## ACR Case Summary

### Relieving Frustration

John and his family are on social assistance. John's wife is permanently and very seriously disabled. She continues to suffer complications and is frequently hospitalized, sometimes out of province. Until his wife's injury, John had been employed. But with two young children and his wife's on-going needs, John felt he had no alternative but to resign his position and go on social assistance.

*His level of frustration was so high that he was no longer willing to follow the department's required processes.*

John contacted our office because he was having difficulty with his Income Security worker. He wanted the department to be more attentive to his circumstances; he thought that they were unique and warranted special consideration. The worker who had been assigned to him was relatively new and not especially familiar with department policy. John thought that a worker familiar with policy was essential, given his situation. John was also frustrated with delays in receiving reimbursement for childcare and was disappointed his worker did not advise him he was eligible for respite. His level of frustration was so high that he was no longer willing to follow the department's required processes.

We decided to refer John to our Alternative Case Resolution process to see if there was a possibility that the two parties would agree to meet to re-establish lines of communication.

My Ombudsman Assistant (ACR) contacted the Supervisor of the Income Security office to see what their perspective was. My office learned that department staff were sympathetic to John's situation, but felt that they were not in a position to provide him with preferential treatment. They pointed out that John is not their only client facing serious challenges. Also, they said they were frustrated that John did not give them a reasonable time to address his requests. In short, the department welcomed the opportunity to meet with him.

A face-to-face meeting was facilitated by my Ombudsman Assistant (ACR). The parties each presented their perspective of the situation. John expressed his frustration with the department's slow response to his concerns. He also objected to the tone of a letter he received from the department in which he was given to believe that his benefits were in jeopardy. He needed to know how long he could be on assistance. Finally, he needed to know what a reasonable response time from the department was, as he didn't want to complain unnecessarily.

Both parties talked about their frustrations in dealing with each other. The Income Security Supervisor felt that John was not giving them enough time to respond to his requests before he contacted the Minister's office. She said that staff are expected to respond to inquiries within 24 hours. She invited John to contact her if this was not occurring.

*Both parties talked about their frustrations in dealing with each other.*

John acknowledged that he had reacted hastily and indicated he would try to be more patient. His previous worker worked part-time but his current worker worked full-time; it was anticipated that this would help to avoid delay in responding to John's inquiries.

John talked about a letter he had received which said that if he did not provide information by a certain date, his benefits would be terminated. He thought that he had been providing all pertinent information to the department and thought that this approach was heavy-handed. The Social Services Supervisor invited John to suggest less threatening ways that the department might request information.

In his dealings with the department, John took the view that his family had special needs that required special attention and additional benefits. The Supervisor did not disagree but advised John that special needs are flexible benefits and that there is no fixed policy specifying what will be paid and when. She explained that it was a matter of John requesting and following process, sometimes including an appeal. She explained that, while it can be a lengthy process, it is critical.

Both parties reported being satisfied with the meeting. John thought that the department had a better sense of his situation and that he was in a better position to address future problems directly with them. The department staff reported that they thought John had listened and understood their position and some of the challenges they face.

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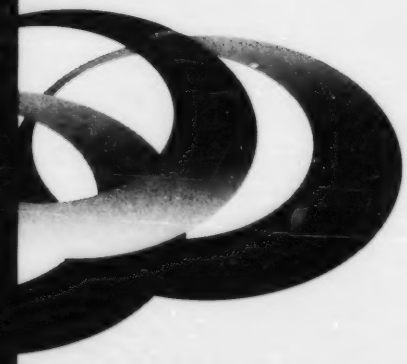


Case Summary

### A Home, Not a Hotel

Alice and her two children rented a house through the local Housing Authority. Alice's 17 year-old niece and baby wanted to move in with her for a number of months until the niece turned 18 and was able to rent a place of her own. Alice was quite willing to take them in but there was a problem.

Housing Authorities designate available housing for specific purposes, such as families or seniors. In addition, there is a maximum number of residents allowed in various kinds of designated housing. In Alice's case, the maximum number of residents allowed would be exceeded if her niece and baby moved in. For this reason, SaskHousing declined her request that her niece and baby be allowed to move in. Alice called our office.

*No one would be sleeping in the basement.*

My Complaints Analyst contacted SaskHousing and explained the situation. One of SaskHousing's main concerns in imposing the maximums was to ensure that no one would sleep in the basement of their houses. The Complaints Analyst explained that Alice intended to share a bedroom with her daughter and free up the master bedroom for her niece and her child; no one would be sleeping in the basement.

With this information and considering the shortage of housing in Alice's community, SaskHousing agreed to allow the arrangement. Alice signed an agreement stipulating both that the "double-bunking" would not subsist more than six months and that during that time, no one would sleep in the basement.

Alice and her niece were delighted. I was pleased that SaskHousing was able to find a solution that met everyone's interests.

# KUDOS

**Evelyn Hynes, Program Manager, Saskatchewan Social Services, Saskatoon, gets the nod for quick, thoughtful and creative rectification of client concerns while respecting the social assistance rules.**

## A Moving Tribute

They say that moving is one of the four most highly stressful events for individuals. I don't know how high it ranks for offices but I think it must be right up there. In the summer of 2000 we learned that our Saskatoon office would be relocated to adjoining space in the same building. Reviewing plans, choosing amenities and, most important, working in the middle of the construction noise and mess were handled with good grace by my Saskatoon staff for three months over the turn of the calendar year. We're now in our new space and it's great!

I'd like to thank my Saskatoon staff and the Children's Advocate staff for their hard work and good humour in making all aspects of the move a lot easier than they might have been.

*Drop in and see our new digs.*

Drop in and see our new digs, just around the corner from the old office. Note the new address as follows:
315 - 25th Street East
Saskatoon, Saskatchewan
S7K 2H6

## Case Summary

### Just the Facts, Ma'am

Mary complained about SaskTel. She said that the telephone utility was holding her responsible for the telephone service debts of both her brother and her former boyfriend. Until she paid off their debts - over $3000 - SaskTel also refused to provide her any long distance service. She said that she didn't even live in the house when these debts were incurred. She had tried to tell this to SaskTel but they didn't accept what she told them.

Upon our inquiry, SaskTel advised that this telephone service was in Mary's name during the whole time these debts accrued, with the exception of one month. In any event, they said, any adult who resided in the house was responsible for the debt, even if the account was not in her name. Since she owed the debt, they said, it followed that she would be refused long distance service while she was paying off the bill, in accordance with their Debt Repayment Program.

*Our investigation revealed that SaskTel did not read its own records and billing service documents very thoroughly.*

Our investigation revealed that SaskTel did not read its own records and billing service documents very thoroughly. The records showed that the phone at this residence had been transferred among three people during the time in question.

Mary had the phone in her name from December to April, when she moved out of the residence. At that time, the phone bill was paid up to date.

Mary's boyfriend Hal and her brother Ed continued to reside at the house. Hal asked SaskTel to transfer the phone service to his name and they did, effective April 15. He was charged for this transfer.

Just a few weeks later, Hal moved out of the house. Later in May, Hal's account was disconnected for non-payment. The bill was large.

Now that Hal was gone, Mary moved back to the house with her brother. At this time, Ed asked to have the phone put in his name. SaskTel did; they put in a new line and charged him a connection fee. Of course, Ed moved out a month or so later. SaskTel sent him a final billing for his account at his new address.

Now Mary was living alone in the house. She applied for service in her name. SaskTel said she could have service but only if she agreed to pay Hal and Ed's bills. Mary didn't think this was fair but felt that she had no choice; she needed a phone. So she signed an agreement to pay Ed's bill in full and to make monthly

payments of $50.00 on Hal's bill. On this basis, she was given service but also charged a connection fee for her line.

It turned out, according to SaskTel's own records, that the account had not been in Mary's name during any of the times that the outstanding debt was incurred. Both Hal and Ed had been in billing under their own names and had paid for this privilege.

*It appeared that they demanded payment from Mary because it was easier and because they thought they could.*

We also learned that SaskTel knew where both Ed and Hal had moved but did not even attempt to collect these debts from them. SaskTel's practice has been to collect the debt from the person in billing. In this case, that would be Hal and Ed. Yet, they collected from someone not in billing only because – and they were wrong about this – they thought Mary resided in the house when the bill was incurred. It appeared that they demanded payment from Mary because it was easier and because they thought they could. I thought that this was unfair and unreasonable.

The Ombudsman Assistant discussed her findings with SaskTel and suggested that SaskTel should credit Mary for all payments she had made on these accounts. They should, we suggested, pursue those who incurred the debts – Hal and Ed.

After reviewing their records and our findings, SaskTel agreed that Mary was not responsible for the two bad debts that they had required her to pay and agreed to transfer both the debts off her account. They also agreed to repay Mary the $900.00 she had already paid on the debts. Mary was delighted with this result.

*All names used in case summaries included in this report are entirely fictitious; they are not the names of the people who brought the complaints to the attention of this office.*

Case Summary

## A Difficult Time

Freida's adult son died while he was incarcerated and she needed answers to several questions. She called our office.

First, Freida said that she had not been advised of the cause of her son's death. An autopsy was done but she didn't know the results. It turned out that the Coroner's Office had sent her a copy of the autopsy report and it arrived the day after she called our office. But the medical terminology was confusing and she still didn't understand why her son died. We suggested that she make an appointment with her family doctor to discuss the report. She agreed that this was a good idea.

Freida was also concerned that the funeral home had not been paid. She inquired about the Canada Pension Plan (CPP) death benefit but was told that the Public Trustee had applied for it. She wanted to know how to obtain the wages that her son had earned in prison. These monies might help pay the funeral costs.

We contacted the Public Trustee and confirmed that they had applied for the CPP death benefit. When it arrived, it would be turned over to the department of Social Services to pay for the funeral.

We learned that the wages her son earned while at the Community Training Residence would be forwarded to the Public Trustee. After the Trustee received all the money due and paid the funeral bill, any balance would be paid to her grandson.

*She was anxious to ensure that the funeral bill was paid and that her son's assets were recovered and distributed fairly.*

Freida was pleased to receive this information. She had never been interested in receiving the money herself.

# KUDOS

**A round of applause for Bev Huget, Social Service Worker with Saskatchewan Social Services, Regina, who found a creative means – within the rules – to advance money to a social assistance recipient in desperate circumstances.**

She was anxious to ensure that the funeral bill was paid and that her son's assets were recovered and distributed fairly. The information we obtained assured her that this would happen.

Case Summary

## Show Me Your Liver!

In 1996, Saskatchewan Government Insurance (SGI) implemented a series of initiatives to promote safe driving practices and to deter drinking and driving. Included among these was a system of graduated operators' licences – provisional, restricted and conditional. We received a number of complaints about the latter kind of licence.

Specifically, some complainants said that SGI had reinstated their licences subject to the condition that they not consume any alcohol whatsoever at any time. SGI required them to submit certain medical test results at regular intervals to prove their abstinence. Some said that, while they understood the reason for the condition, they felt that SGI should pay for the required medical tests. Some said that the test required – commonly called a liver profile study – was not reliable; they said that it could be affected by disease or medication.

I decided to commence an Ombudsman Inquiry into various aspects of conditional licensing. We found that there was inconsistency in assessing the costs of testing. In some cases, individuals were required to pay for them while in other cases, the Health District provided the tests as part of insured medical treatment.

*I came to the conclusion that it was improper for SGI to subject a driver to a condition of abstinence.*

We also learned that liver profile studies were not entirely reliable. SGI agreed with this conclusion but noted that the uncertainties of the tests could be taken into consideration when assessing results.

An overriding issue resolved these matters. In the course of reviewing the program, I came to the conclusion that it was improper for SGI to subject a driver to a condition of abstinence, even in the worst cases. SGI is authorized by law to discourage drinking and driving, to develop programs to encourage lawful driving and to levy administrative consequences on those who don't comply. I thought that SGI had overstepped that authority when it prohibited individuals from alcohol consumption that is, after all, an entirely lawful activity. Precluding an individual from having a beer in his own home while watching television, for example, will not assist SGI in achieving its purpose of reducing the level of drinking and driving – except occasionally and very indirectly. I thought that the link between the activity which SGI was trying to prevent and the activity which it prohibited was too tenuous to justify the condition. I so advised SGI.

After lengthy consideration, SGI agreed. It advised that it had ceased imposing a condition requiring abstinence and was considering other methods to monitor high-risk drivers.

*I applaud SGI for this difficult decision.*

I applaud SGI for this difficult decision. The use of the condition was undertaken with the best of intentions and for the purpose of achieving an accepted common good. Our recommendation required that it reconsider the balance between the suspension of individual rights and the achievement of societal goals – a very delicate and very important balance. Their willingness to recognize that in this case individual rights took priority over an honourable purpose warrants our respect.

*In this case, individual rights took priority over an honourable purpose.*

## KUDOS

**Here's to Bill Maximuik, Nursing Supervisor, Regina Correctional Centre, for his interest in ensuring that an inmate's medical needs were urgently assessed and addressed.**

## Budget

The following table compares the approved budget for the Provincial Ombudsman for 2000-2001 with the preceding two years:

| | 1998-99 | 1999-00 | 2000-2001 |
|---|---|---|---|
| Salaries | $964,000 | $998,000 | $1,100,000 |
| Other Expenses | $298,000 | $330,000 | $377,000 |
| **Total** | **$1,262,000** | **$1,328,000** | **$1,477,000** |

## Case Summary

### Guilty or Not Guilty? We'll Never Know

Willard complained to my office that he had been unfairly convicted under *The Highways and Transportation Act*. Willard stated he was denied procedural fairness as he was not afforded the opportunity to defend himself in court. While we would normally decline to investigate a complaint respecting court proceedings, Willard's complaint was exceptional because he alleged unfairness in the department's process.

*He ignored the fine until he was contacted by a collection agency.*

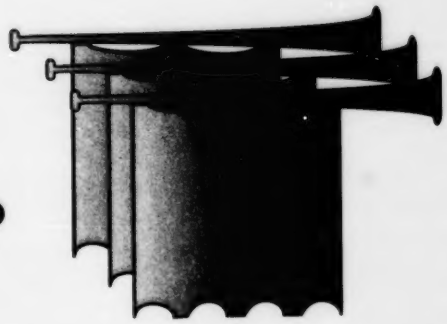
Our investigation revealed that Willard's company truck was ticketed by Highway Transport Patrol Branch. He appeared in court and pleaded "not guilty" to the charge and the matter was set for trial. The Highway Transport Patrol then notified him in writing of the trial date but, due to a computer glitch, the copy of the Notice that Willard was sent showed a court date one month later than the scheduled date.

When Willard did not show up on the scheduled court date, the matter proceeded to trial in his absence. Willard was found guilty of the traffic violation and fined $753.00. His only avenue to explain that he was given the wrong date was to appeal the court's decision to the Court of Queen's Bench. Willard did not appeal because he did not believe the conviction was fair and legitimate. Instead, he ignored the fine until he was contacted by a collection agency acting on behalf of Saskatchewan Justice. When this happened, he immediately contacted my office.

By now the time to file an appeal had long expired. However, an appeal can be filed after the expiration date with the Crown's consent. We discussed the matter with the Crown and the department; both agreed that Willard had accidentally lost his opportunity to defend against the charge. They were as anxious as Willard that he receive a fair hearing and agreed that if Willard filed an appeal immediately, the Crown would consent to late filing and to the appeal itself. In this manner, the court would order a new trial and Willard would have an opportunity to defend himself.

*That's just about exactly what happened.*

That's just about exactly what happened. The only difference was that instead of proceeding with a new trial, a stay of proceedings was entered by the Crown. So Willard never did get a chance to defend himself but that was just fine with him in these circumstances!





## Kudos Honour Roll

This is the sixth year since we began the practice of extending the kudos of my office to named members of the public service who have made exceptional effort and shown real commitment to the fairness concepts promoted by my office. Some who received kudos in one year were, in fact, nominated in numerous years for additional incidents of and on-going great work. It was suggested that I should create an Honour Roll, listing all recipients from prior years. I think that's a good idea.

If this were an audio report, you would now hear trumpets. Try to imagine that fanfare as you review the list of people who have earned our thanks.

### 1995

**Bob Smerchinski**
Justice - Regina Correctional Centre, Regina

**Beth Topping**
SaskTel, Saskatoon

**Irene Gaetz**
Saskatchewan Government Insurance, Regina

**Charmaine Hemingson**
Social Services, Weyburn

**Gail Bradley**
Health, Regina

**Kevin Kuntz**
Justice, Regina

**Jack Huntington**
SaskPower, Regina

**Bob Hameluck**
Saskatchewan Government Insurance, Regina

**Wayne Deusterback**
Saskatchewan Housing - Municipal Govt., Regina

**Sharon Chuka**
Education, Regina

**Terry Kildaw**
Justice - Saskatoon Correctional Centre, Saskatoon

**Norm Verbonac**
Social Services, Saskatoon

**Paul Blain**
Justice - Prince Albert Correctional Centre, Prince Albert

**Pat Johnson**
Saskatchewan Water Corporation, Yorkton

**Terry Whippler**
Saskatchewan Government Insurance, Saskatoon

**Avonda McKay**
Justice - Pine Grove Correctional Centre, Prince Albert

**Shelley Rayner-Hubick**
Workers' Compensation Board, Regina

### 1996

**Ken Svenson**
Saskatchewan Crop Insurance, Corporation, Melville

**Fred Burch**
Justice - Regina Correctional Centre, Regina

**Ron Forberg**
Social Services, Moose Jaw

**Wendy Pischke**
SaskPower, Prince Albert

**Lee Moyse**
Saskatchewan Crop Insurance Corporation, Moose Jaw

**Karen Reev**
Workers' Compensation Board, Regina

**Faith Myers**
Health, Regina

**Ron Leontowicz**
SIAST (Kelsey Campus), Saskatoon

**Tillie Nelson**
Regina District Health Board, Regina

### 1997

**Gail Anderson**
Justice - Maintenance Enforcement Office, Regina

**Peter Guenther**
Justice - Saskatoon Correctional Centre, Saskatoon

**Loretta Hack**
Saskatchewan Government Insurance, Regina

**Brenda Kilarski**
SaskPower, Moose Jaw

**Harold Litzenberger**
Finance, Regina

**Gale Nowoselsky**
Social Services, Prince Albert

**Bob Smishko**
Saskatchewan Government Insurance, Prince Albert

**Ken Smith**
SaskPower, Regina

**Warren Wallin**
SaskTel, Regina

**Ralph Pistun**
Justice - Saskatoon Correctional Centre, Saskatoon

**Cheryl Pryznyk**
Justice - Maintenance Enforcement Office, Regina

**Laurie Ulmer**
Workers' Compensation Board, Regina

**Doreen Schmidt**
Saskatchewan Legal Aid Commission, Saskatoon

**John Williams**
Social Services, Regina

## 1998

**Glen McRorie**
Labour - Labour Standards Branch, Saskatoon

**Lionel McNab**
Justice - Maintenance Enforcement Office, Regina

**Harry Enevoldsen**
SaskTel, Saskatoon

**Marge Copeland**
SaskTel, Regina

**Shelley Gibson**
Health - Vital Statistics, Regina

**Doug Kelln**
SaskEnergy, Regina

**Cathy Krueger**
Justice - Consumer Protection, Regina

**Eddy Chou**
Social Services, Swift Current

**Wally Hoehn**
Lands Branch - Agriculture and Food, Regina

**Pauline Aldworth**
Supervisor of Provincial Court, Payment & Info Centre, Regina

**Wayne Geiger**
SaskPower, Weyburn

**Debra McLean**
Justice - Property Registration Branch, Regina

**Bob Vogelsang**
Justice - Saskatoon Correctional Centre, Saskatoon

## 1999

**Ron Forberg**
Social Services, Moose Jaw

**Charlene Nelson**
SaskPower, Regina

**Brian Merk**
Saskatchewan Government Insurance, Regina

**George Rosenau**
Workers' Compensation Board, Regina

**Lori Sanstrom-Smith**
Justice, Regina

**Tracey Houston**
Social Services, Regina

**Conrad Olson**
Agriculture and Food, Regina

**Wayne Harris**
Agriculture and Food, Swift Current

**Don McInnes**
Agriculture and Food, Assiniboia

**Chris Hudon**
Justice - White Gull Camp, Smeaton

**Joe Pylatuk**
Justice - Regina Correctional Centre, Regina

**Gwen Failler**
SaskEnergy, Saskatoon

**Dennis Stamnes**
Justice - Saskatoon Correctional Centre, Saskatoon

**Sandi Korczak**
SaskEnergy, Prince Albert

**Florence Peterson**
Social Services, Buffalo Narrows

**Bob McCann**
Saskatchewan Legal Aid Commission, Saskatoon

# KUDOS

**Tom Laverty, Corrections Worker, Saskatoon Correctional Centre, gets our award for always making time to listen and for going above and beyond to assist in resolving complaints.**

Case Summary

## Is This a Good Excuse?

Caroline's father had died and the Public Trustee's Office had taken over the administration of his estate two years before. She didn't think the matter was progressing at all and felt the delay was unacceptable and unreasonable. She complained to my office.

Our investigation showed that the Public Trustee had indeed done very little on the matter for an extended period of time. In fact, at one time, the file had been dormant for the better part of a year. In discussions with staff at the office, we were able to determine that a couple of events had taken place that accounted for the delay. First, the office suffered a shortage of staff for a period of time and those missing were the very ones with the skills necessary to do the complex work needed on files like Caroline's. Second, and at the same time, the office was in the process of developing and implementing a new computer system.

*There were a number of beneficiaries who seemed to disagree about almost everything.*

While these circumstances certainly explained the delay, they did not answer the question facing my office: Was the delay reasonable? I thought not. While I sympathize with those who must balance demands on staff and resources, the fact is that the public has a right to expect that government will provide its services and exercise its responsibilities in a timely fashion. It was government's responsibility to administer Caroline's dad's estate in a timely manner and to ensure that resources were adequate to enable it to do so.

In this case, there were other factors that were very relevant to our consideration of appropriate recommendations. Caroline's dad died almost ten years before my office got involved and almost seven years before the estate was turned over to the Public Trustee. There were a number of beneficiaries who seemed to disagree about almost everything and these on-going disagreements had prevented the matter from progressing.

*Any further delay was directly attributable to the actions of the beneficiaries.*

While the Public Trustee had been inattentive to the file for months after it was turned over, the file had been anything but dormant in the months immediately preceding the complaint. The Public Trustee had gathered necessary information, contacted beneficiaries and offered suggestions for compromise that might address the personal disagreements among the beneficiaries. But the beneficiaries, it seems, could not or would not agree on how to settle the will. Instead, they challenged the Public Trustee at every turn, made decisions and changed their minds and, on more than one occasion, refused to respond to the Public Trustee's communications.

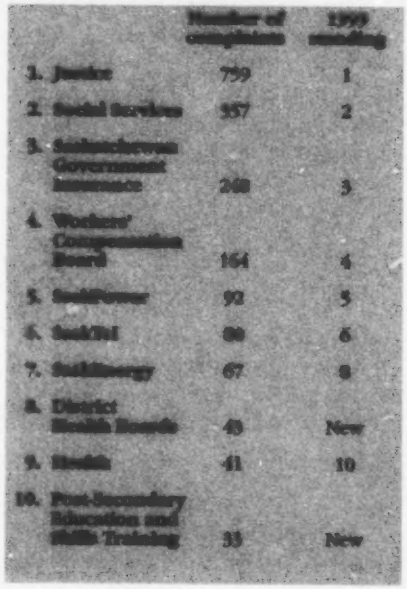
I concluded that the complaint was substantiated because the Public Trustee's Office had delayed unreasonably in attending to the estate. However, I decided not to tender any recommendation at all. The causes of the delay had been addressed: additional staff were hired and the new computer system was up and running. In the end, the Public Trustee's Office had put considerable effort into concluding the matter but was thwarted at every turn. Any further delay was directly attributable to the actions of the beneficiaries.

# KUDOS

**Special acknowledgment to Carol Fiedelleck, Director of the Saskatoon Correctional Centre, who always gives a balanced ear to inmate concerns and works for their fair resolution.**

## Top Ten List

As in every Annual Report, I am pleased to provide for ease of reference a list of the ten agencies against whom the most complaints were lodged in the year 2000.



| | Number of complaints | 1999 standing |
|---|---|---|
| 1. Justice | 759 | 1 |
| 2. Social Services | 357 | 2 |
| 3. Saskatchewan Government Insurance | 248 | 3 |
| 4. Workers' Compensation Board | 164 | 4 |
| 5. SaskPower | 92 | 5 |
| 6. SaskTel | 88 | 6 |
| 7. SaskEnergy | 67 | 8 |
| 8. District Health Boards | 43 | New |
| 9. Health | 41 | 10 |
| 10. Post-Secondary Education and Skills Training | 33 | New |

## Case Summary

### All For the Want of a Form

Ellen was about to start university and she was in a heck of a mess. She had applied for a student loan and expected to receive almost $1,000 for the first month of classes. However, two days before the course began, she learned that she would receive only $26.00 for the month!

Ellen called the student loan office. They reminded Ellen that she had received a student loan for a different post-secondary program and had discontinued that program two months early. Because she wasn't entitled to all of the loan money she received for that course, an overpayment had been assessed against her student loan account.

*That's how $1,000 became $26.00 overnight.*

In effect, the student loan office was saying that a student must complete a program to be eligible for all student loans available for it. If the student fails to complete the program, at least part of the loan is deemed an "overpayment" because it should not - with hindsight - have been paid. Therefore, when Ellen was awarded the loan for her university course, the overpayment from her previous student loan was deducted from it. That's how $1,000 became $26.00 overnight.

Ellen called my office. She said that the Student Loans Office was acting unfairly. She said she hadn't been advised that she had an overpayment or that it would be deducted from her student loan. This, she said, left her in an impossible situation.

We made inquiries. It turned out that Ellen's situation was not uncommon. She hadn't actually received an overpayment on her loan but neither the bank nor the student loans office knew that. At the time she withdrew from the previous course, Ellen should have filed a form with the bank that administered her loan. This would have alerted the bank to the fact that she would not require or receive all of her loan allocation and the bank would have collected a refund of the unused portion from the educational institution. Her student loan would have been credited with that amount and there would have been no overpayment shown.

It wasn't hard to fix Ellen's problem. She needed to file the required form with her bank now. She did so. The bank extended her a short-term loan to tide her over until it processed the form. Once that happened, the overpayment would be reduced and she would receive more student loan money for the first month of her course. Ellen was pleased and relieved.

## KUDOS

Special acknowledgment to Carol Fiedelleck, Director of the Saskatoon Correctional Centre, who always gives a balanced ear to inmate concerns and works for their fair resolution.

## Top Ten List

As in every Annual Report, I am pleased to provide for ease of reference a list of the ten agencies against whom the most complaints were lodged in the year 2000.

| | | Number of complaints | 1999 standing |
|---|---|---|---|
| 1. | **Justice** | 759 | 1 |
| 2. | **Social Services** | 557 | 2 |
| 3. | **Saskatchewan Government Insurance** | 248 | 3 |
| 4. | **Workers' Compensation Board** | 164 | 4 |
| 5. | **SaskPower** | 92 | 5 |
| 6. | **SaskTel** | 80 | 6 |
| 7. | **SaskEnergy** | 67 | 8 |
| 8. | **District Health Boards** | 43 | New |
| 9. | **Health** | 41 | 10 |
| 10. | **Post-Secondary Education and Skills Training** | 33 | New |

## Case Summary

### All For the Want of a Form

Ellen was about to start university and she was in a heck of a mess. She had applied for a student loan and expected to receive almost $1,000 for the first month of classes. However two days before the course began she learned that she would receive only $26.00 for the month!

Ellen called the student loan office. They reminded Ellen that she had received a student loan for a different post-secondary program and had discontinued that program two months early. Because she wasn't entitled to all of the loan money she received for that course, an over-payment had been assessed against her student loan account.

*That's how $1,000 became $26.00 overnight.*

In effect, the student loan office was saying that a student must complete a program to be eligible for all student loans available for it. If the student fails to complete the program, at least part of the loan is deemed an "overpayment" because it should not – with hindsight – have been paid. Therefore, when Ellen was awarded the loan for her university course, the overpayment from her previous student loan was deducted from it. That's how $1,000 became $26.00 overnight.

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*All names used in case summaries included in this report are entirely fictitious; they are not the names of the people who brought the complaints to the attention of this office.*

Case Summary

## A Job Well Done

The department of Justice banned smoking in all provincial correctional centres in 2000.The Regina centre was the first to implement the ban and some inmates predicted that there would be trouble. On March 6, 2000, there was.

*Some inmates predicted that there would be trouble. On March 6, 2000, there was.*

During exercise period late in the afternoon of that date, about 90 inmates congregated in the field and requested to speak to prison management. Through an intermediary, the inmates requested the reinstatement of smoking privileges and the removal of restrictions against the use of tobacco for spiritual purposes.

At the conclusion of the exercise period, only two inmates returned to their cells; the rest remained in the field. Tension in the field escalated and, in the face of this, the Centre Director ordered the main units of the institution to be placed on cell confinement. Inside the institution, inmates in a couple of units refused to return to their cells and instead encouraged the inmates in the field.

At the same time, the inmates in the field were moving weights and other objects to the gates inside the perimeter security fence. During this time, inmates in one unit of the institution began to smash windows and set small fires. The Emergency Response Team was called to restore order in that unit and to secure the inmates in their cells. This was accomplished with the use of smoke grenades.

At about the same time that this was occurring inside the institution, the inmates in the field pushed a guard shack over and set it afire. They also started another small fire in another area of the field.

*Negotiations continued intermittently between inmates and centre management.*

Throughout these incidents, negotiations continued intermittently between inmates and centre management. By 8:30, the inmates advised that they would return to their cells and end their protest. By 11:00, all inmates had been searched and returned to their cells. The Centre Director ordered a total centre lockdown.

In fact, two units were not subjected to the lockdown and enjoyed their usual routines, rights and privileges throughout, except for some restrictions on visiting in the first few days. In the rest of the centre, inmates were confined to their cells. Within a week, however, six hours of corridor freedom were made available. Shortly thereafter, most of the usual routine was reinstated. Within three weeks, classrooms and other programs were operating again. The institution was thereby fully restored to normal operations by March 27, 2000.

*Centre management was faced with a myriad of security concerns arising from or related to the field incident.*

The inmates who contacted our office complained that the lockdown was of excessive duration and that inmate privileges were unreasonably restricted during the period of lockdown. I did not agree.

# KUDOS

**Our compliments to Ron Nicolson, Supervisor, Maintenance Enforcement Office, Regina, whose willingness to discuss and seek reasonable options for clients in difficult situations demonstrates professionalism and empathy.**

Throughout the lockdown, centre management was faced with a myriad of security concerns arising from or related to the field incident. For example, there were issues relating to fire safety in the kitchen and for staff in confined areas. In addition, staff expressed concerns for their own security and safety; these concerns had to be addressed before normal order could be restored in the centre. In addition, the atmosphere in the centre remained tense as some inmates continued their inflammatory behaviour.

*The atmosphere in the centre remained tense as some inmates continued their inflammatory behaviour.*

It was my view that the Centre Director's decision to restore the institution to normal in stages was sensible. Scrutiny was necessary, considering tensions in the institution and the fact that no one could anticipate reactions to the changes. The gradual reintroduction of privileges and programs allowed centre management to act with deliberation and to monitor the response to changes as they were gradually introduced.

The complaint was not substantiated. Indeed, we commended the Director and his Deputies for the careful and thoughtful manner in which the disturbance and its consequences were addressed. It was through their actions and compassionate perspective that the disturbance did not become more serious and the lockdown was not of longer duration and greater restriction.

## We're Here For You

Please contact us to lodge a complaint, obtain copies of our publications, request a presentation or just to learn more about the Office of the Provincial Ombudsman. You can phone, fax, write or e-mail, as follows:

**Our Regina Office:**
Suite 150 - 2401 Saskatchewan Drive
Regina, Saskatchewan
S4P 3V7

Phone: (306) 787-6211
Toll Free: 1-800-667-7180
Fax: (306) 787-9090
ombreg@govmail.gov.sk.ca

**Our Saskatoon Office:**
315 - 25th Street East
Saskatoon, Saskatchewan
S7K 2H6

Phone: (306) 933-5500
Toll Free: 1-800-667-9787
Fax: (306) 933-8406
ombsktn@govmail.gov.sk.ca

# STATISTICS

## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Departments** | | |
| Agriculture & Food | | |
| General | 5 | 2 |
| Inspection & Regulatory Management Branch | 6 | 4 |
| Lands Branch | 2 | 8 |
| Saskatchewan Crop Insurance Corporation | 12 | 6 |
| Economic & Co-operative Development | 0 | 2 |
| Education | | |
| General | 5 | 0 |
| Provincial Exams, Student Teacher Services Unit | 0 | 1 |
| Energy & Mines | 1 | 1 |
| Environment & Resource Management | | |
| General | 16 | 9 |
| Enforcement & Compliance Branch | 1 | 0 |
| Environment Assessment Branch | 2 | 0 |
| Environmental Protection Branch | 2 | 1 |
| Fish & Wildlife Branch | 3 | 1 |
| Executive Council | 0 | 1 |
| Finance | | |
| General | 2 | 2 |
| Municipal Employees' Benefits Agency | 0 | 1 |
| Public Employees' Benefits Agency | 6 | 5 |
| Revenue Division | 5 | 7 |
| Saskatchewan Pension Plan | 1 | 1 |
| Health | | |
| General | 9 | 9 |
| Acute & Emergency Services Branch | 2 | 1 |
| Community Care Branch | 10 | 4 |
| Drug Plan & Extended Health Benefits Branch | 10 | 11 |
| Medical Services & Health Registration Branch | 7 | 8 |
| Provincial Laboratory Services | 1 | 0 |
| Vital Statistics Branch | 2 | 1 |
| Highways & Transportation | | |
| General | 6 | 2 |
| Operations Division | 3 | 6 |
| Intergovernmental & Aboriginal Affairs | 2 | 0 |

## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Departments** | | |
| Justice | | |
| General | 8 | 12 |
| Consumer Protection Branch | 1 | 2 |
| Coroner's Office Branch | 2 | 0 |
| Corporations Branch | 4 | 4 |
| Corrections Division | | |
| General | 5 | 12 |
| Battlefords Community Correctional Centre | 3 | 0 |
| Community Operations Branch - Probation | 10 | 15 |
| Community Training Residences (CTR) | 20 | 7 |
| Northern Region (Besnard Lake, Buffalo Narrows, Waden Bay) | 6 | 6 |
| Pine Grove Correctional Centre | 55 | 30 |
| Prince Albert Correctional Centre | 120 | 107 |
| Prince Albert Healing Lodge | 4 | 2 |
| Regina Correctional Centre | 182 | 154 |
| Saskatoon Correctional Centre | 196 | 177 |
| Court Services Branch | 18 | 7 |
| Land Titles | 4 | 8 |
| Maintenance Enforcement Branch | 86 | 114 |
| Mediation Services Branch | 1 | 1 |
| Public Prosecutions | 2 | 3 |
| Public Trustee | 11 | 6 |
| Rentalsman/Provincial Mediation Board | 20 | 14 |
| Victims Services Branch | 1 | 4 |
| Labour | | |
| Labour Relations and Mediation Division | 3 | 2 |
| Labour Standards Branch | 10 | 10 |
| Occupational Health & Safety Division | 2 | 0 |
| Office of the Worker's Advocate | 1 | 0 |
| Municipal Affairs, Culture & Housing | | |
| General | 9 | 4 |
| Municipal and Community Services Division | 1 | 3 |
| Protection and Emergency Services Division | 1 | 0 |
| Housing Division | 2 | 29 |

## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Departments** | | |
| Agriculture & Food | | |
| General | 5 | 2 |
| Inspection & Regulatory Management Branch | 6 | 4 |
| Lands Branch | 2 | 8 |
| Saskatchewan Crop Insurance Corporation | 12 | 6 |
| Economic & Co-operative Development | 0 | 2 |
| Education | | |
| General | 5 | 0 |
| Provincial Exams, Student Teacher Services Unit | 0 | 1 |
| Energy & Mines | 1 | 1 |
| Environment & Resource Management | | |
| General | 16 | 9 |
| Enforcement & Compliance Branch | 1 | 0 |
| Environment Assessment Branch | 2 | 0 |
| Environmental Protection Branch | 2 | 1 |
| Fish & Wildlife Branch | 3 | 1 |
| Executive Council | 0 | 1 |
| Finance | | |
| General | 2 | 2 |
| Municipal Employees' Benefits Agency | 0 | 1 |
| Public Employees' Benefits Agency | 6 | 5 |
| Revenue Division | 5 | 7 |
| Saskatchewan Pension Plan | 1 | 1 |
| Health | | |
| General | 9 | 9 |
| Acute & Emergency Services Branch | 2 | 1 |
| Community Care Branch | 10 | 4 |
| Drug Plan & Extended Health Benefits Branch | 10 | 11 |
| Medical Services & Health Registration Branch | 7 | 8 |
| Provincial Laboratory Services | 1 | 0 |
| Vital Statistics Branch | 2 | 1 |
| Highways & Transportation | | |
| General | 6 | 2 |
| Operations Division | 3 | 6 |
| Intergovernmental & Aboriginal Affairs | 2 | 0 |

## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Departments** | | |
| Justice | | |
| General | 8 | 12 |
| Consumer Protection Branch | 1 | 2 |
| Coroner's Office Branch | 2 | 0 |
| Corporations Branch | 4 | 4 |
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| General | 5 | 12 |
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| Community Operations Branch - Probation | 10 | 15 |
| Community Training Residences (CTR) | 20 | 7 |
| Northern Region (Besnard Lake, Buffalo Narrows, Waden Bay) | 8 | 6 |
| Pine Grove Correctional Centre | 55 | 30 |
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| Saskatoon Correctional Centre | 196 | 177 |
| Court Services Branch | 16 | 7 |
| Land Titles | 4 | 8 |
| Maintenance Enforcement Branch | 86 | 114 |
| Mediation Services Branch | 1 | 1 |
| Public Prosecutions | 2 | 3 |
| Public Trustee | 11 | 8 |
| Rentalsman/Provincial Mediation Board | 20 | 14 |
| Victims Services Branch | 1 | 4 |
| Labour | | |
| Labour Relations and Mediation Division | 3 | 2 |
| Labour Standards Branch | 10 | 10 |
| Occupational Health & Safety Division | 2 | 0 |
| Office of the Worker's Advocate | 1 | 0 |
| Municipal Affairs, Culture & Housing | | |
| General | 9 | 4 |
| Municipal and Community Services Division | 1 | 3 |
| Protection and Emergency Services Division | 1 | 0 |
| Housing Division | 2 | 29 |

## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Departments** | | |
| Post-Secondary Education & Skills Training | | |
| General | 8 | 7 |
| Institutions Branch | 1 | 0 |
| Provincial Training Allowance | 3 | 5 |
| Student Financial Assistance Branch | 17 | 17 |
| Training & Development Programs Unit | 4 | 2 |
| Social Services | | |
| General | 2 | 11 |
| Adoption Branch | 2 | 3 |
| Building Independence Program | 24 | 24 |
| Child Day Care Division | 3 | 1 |
| Community Living Division | 3 | 5 |
| Family & Youth Services Division | 50 | 46 |
| Income Security Division | 470 | 532 |
| Valley View Centre | 0 | 1 |
| Young Offenders Program Branch | 3 | 0 |
| **Boards** | | |
| District Health Boards | | |
| Battlefords District Health Board | 10 | 0 |
| East Central District Health Board | 1 | 0 |
| Living Sky District Health Board | 2 | 0 |
| Lloydminster District Health Board | 1 | 0 |
| Mamawetan-Churchill District Health Board | 0 | 1 |
| Moose Jaw-Thunder Creek District Health Board | 1 | 1 |
| North-East District Health Board | 2 | 0 |
| Parkland District Health Board | 0 | 2 |
| Pasquia District Health Board | 0 | 1 |
| Pipestone District Health Board | 2 | 0 |
| Prince Albert District Health Board | 0 | 1 |
| Regina District Health Board | 14 | 12 |
| Rolling Hills District Health Board | 1 | 0 |
| Saskatoon District Health Board | 7 | 6 |
| South Central District Health Board | 1 | 1 |
| South East District Health Board | 1 | 1 |
| Swift Current District Health Board | 0 | 2 |
| Touchwood Qu'Appelle District Health Board | 0 | 1 |
| Farm Land Security Board | 0 | 1 |

## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Boards** | | |
| Highway Traffic Board | 4 | 5 |
| Labour Relations Board | 0 | 3 |
| Lands Appeal Board | 0 | 1 |
| Municipal Housing Authority | | |
| General | 4 | 5 |
| Beaver River Housing Authority* | 1 | 0 |
| Cumberland House Housing Authority* | 2 | 0 |
| Dundurn Housing Authority* | 1 | 0 |
| La Loche Housing Authority* | 6 | 0 |
| Prince Albert Housing Authority* | 1 | 0 |
| Regina Housing Authority | 3 | 0 |
| Saskatoon Housing Authority | 3 | 3 |
| All Others* | 0 | 1 |
| Rates Appeal Board | 1 | 3 |
| Saskatchewan Arts Board | 2 | 0 |
| Saskatchewan Municipal Board | | |
| General | 0 | 0 |
| Assessment Appeals Committee | 5 | 4 |
| Social Services Appeal Board | 12 | 17 |
| Surface Rights Arbitration Board | 0 | 1 |
| Water Appeal Board | 1 | 1 |
| Workers' Compensation Board | 164 | 166 |
| **Commissions** | | |
| Public Service Commission | 3 | 4 |
| Saskatchewan Human Rights Commission | 6 | 19 |
| Saskatchewan Legal Aid Commission | 31 | 49 |
| Saskatchewan Securities Commission | 1 | 1 |
| **Crown Corporations** | | |
| Agricultural Credit Corporation of Saskatchewan | 2 | 3 |
| New Careers Corporation | 1 | 0 |
| Saskatchewan Economic Development Corporation | 1 | 0 |
| Saskatchewan Gaming Corporation | 2 | 0 |
| Saskatchewan Government Insurance | | |
| General | 20 | 29 |
| Auto Fund | 33 | 38 |
| Claims Division | | |
| General* | 148 | 193 |
| Personal Injury Protection Plan* | 47 | 0 |

## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Departments** | | |
| Post-Secondary Education & Skills Training | | |
| General | 8 | 7 |
| Institutions Branch | 1 | 0 |
| Provincial Training Allowance | 3 | 5 |
| Student Financial Assistance Branch | 17 | 17 |
| Training & Development Programs Unit | 4 | 2 |
| Social Services | | |
| General | 2 | 11 |
| Adoption Branch | 2 | 3 |
| Building Independence Program | 24 | 24 |
| Child Day Care Division | 3 | 1 |
| Community Living Division | 3 | 5 |
| Family & Youth Services Division | 50 | 46 |
| Income Security Division | 470 | 532 |
| Valley View Centre | 0 | 1 |
| Young Offenders Program Branch | 3 | 0 |
| **Boards** | | |
| District Health Boards | | |
| Battlefords District Health Board | 10 | 0 |
| East Central District Health Board | 1 | 0 |
| Living Sky District Health Board | 2 | 0 |
| Lloydminster District Health Board | 1 | 0 |
| Mamawetan-Churchill District Health Board | 0 | 1 |
| Moose Jaw-Thunder Creek District Health Board | 1 | 1 |
| North-East District Health Board | 2 | 0 |
| Parkland District Health Board | 0 | 2 |
| Pasquia District Health Board | 0 | 1 |
| Pipestone District Health Board | 2 | 0 |
| Prince Albert District Health Board | 0 | 1 |
| Regina District Health Board | 14 | 12 |
| Rolling Hills District Health Board | 1 | 0 |
| Saskatoon District Health Board | 7 | 6 |
| South Central District Health Board | 1 | 1 |
| South East District Health Board | 1 | 1 |
| Swift Current District Health Board | 0 | 2 |
| Touchwood Qu'Appelle District Health Board | 0 | 1 |
| Farm Land Security Board | 0 | 1 |





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## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Boards** | | |
| Highway Traffic Board | 4 | 5 |
| Labour Relations Board | 0 | 3 |
| Lands Appeal Board | 0 | 1 |
| Municipal Housing Authority | | |
| General | 4 | 5 |
| Beaver River Housing Authority* | 1 | 0 |
| Cumberland House Housing Authority* | 2 | 0 |
| Dundurn Housing Authority* | 1 | 0 |
| La Loche Housing Authority* | 6 | 0 |
| Prince Albert Housing Authority* | 1 | 0 |
| Regina Housing Authority | 3 | 0 |
| Saskatoon Housing Authority | 3 | 3 |
| All Others* | 0 | 1 |
| Rates Appeal Board | 1 | 3 |
| Saskatchewan Arts Board | 2 | 0 |
| Saskatchewan Municipal Board | | |
| General | 0 | 0 |
| Assessment Appeals Committee | 5 | 4 |
| Social Services Appeal Board | 12 | 17 |
| Surface Rights Arbitration Board | 0 | 1 |
| Water Appeal Board | 1 | 1 |
| Workers' Compensation Board | 164 | 166 |
| **Commissions** | | |
| Public Service Commission | 3 | 4 |
| Saskatchewan Human Rights Commission | 6 | 19 |
| Saskatchewan Legal Aid Commission | 31 | 49 |
| Saskatchewan Securities Commission | 1 | 1 |
| **Crown Corporations** | | |
| Agricultural Credit Corporation of Saskatchewan | 2 | 3 |
| New Careers Corporation | 1 | 0 |
| Saskatchewan Economic Development Corporation | 1 | 0 |
| Saskatchewan Gaming Corporation | 2 | 0 |
| Saskatchewan Government Insurance | | |
| General | 20 | 29 |
| Auto Fund | 33 | 38 |
| Claims Division | | |
| General* | 148 | 193 |
| Personal Injury Protection Plan* | 47 | 0 |

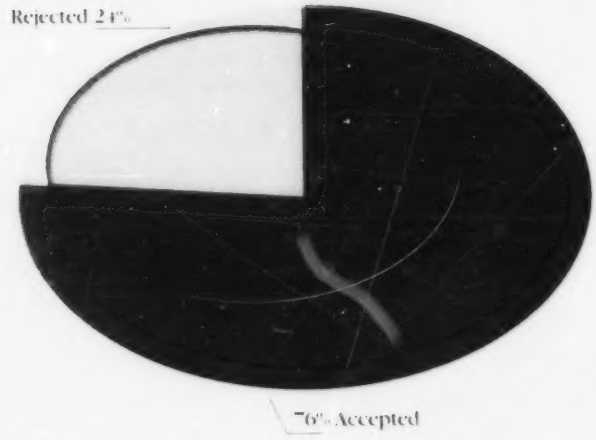
## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Crown Corporations** | | |
| Saskatchewan Institute of Applied Science & Technology (SIAST) | 18 | 3 |
| Saskatchewan Property Management Corporation | 2 | 0 |
| Saskatchewan Transportation Company | 1 | 2 |
| Saskatchewan Water Corporation | 5 | 7 |
| SaskEnergy | 67 | 42 |
| SaskPower | 92 | 96 |
| SaskTel | 80 | 80 |
| **Agencies** | | |
| Saskatchewan Assessment Management Agency | 1 | 1 |
| Saskatchewan Cancer Agency | 1 | 0 |
| Saskatchewan Liquor and Gaming Authority | | |
| General | 1 | 2 |
| Liquor & Gaming Licensing Commission | 4 | 3 |
| Saskatchewan Police Complaints Investigator | 7 | 2 |
| Saskatchewan Research Council | 1 | 1 |
| **Totals** | **2,327** | **2,298** |

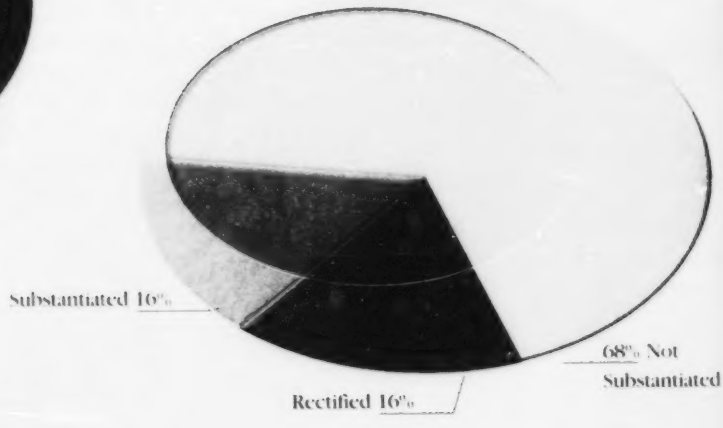
*The 1999 statistics for these departments were not broken down.*



### Recommendations to Government 2000




### Results of Complaints 2000



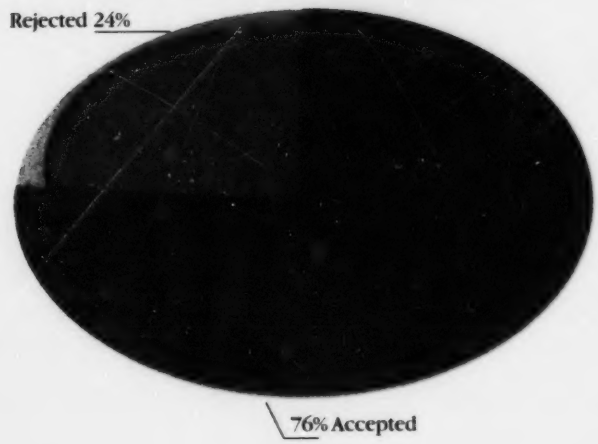
## Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | 2000 Total | 1999 Total |
|---|---|---|
| **Crown Corporations** | | |
| Saskatchewan Institute of Applied Science & Technology (SIAST) | 18 | 3 |
| Saskatchewan Property Management Corporation | 2 | 0 |
| Saskatchewan Transportation Company | 1 | 2 |
| Saskatchewan Water Corporation | 5 | 7 |
| SaskEnergy | 67 | 42 |
| SaskPower | 92 | 96 |
| SaskTel | 80 | 80 |
| **Agencies** | | |
| Saskatchewan Assessment Management Agency | 1 | 1 |
| Saskatchewan Cancer Agency | 1 | 0 |
| Saskatchewan Liquor and Gaming Authority | | |
| General | 1 | 2 |
| Liquor & Gaming Licensing Commission | 4 | 3 |
| Saskatchewan Police Complaints Investigator | 7 | 2 |
| Saskatchewan Research Council | 1 | 1 |
| **Totals** | **2,327** | **2,298** |

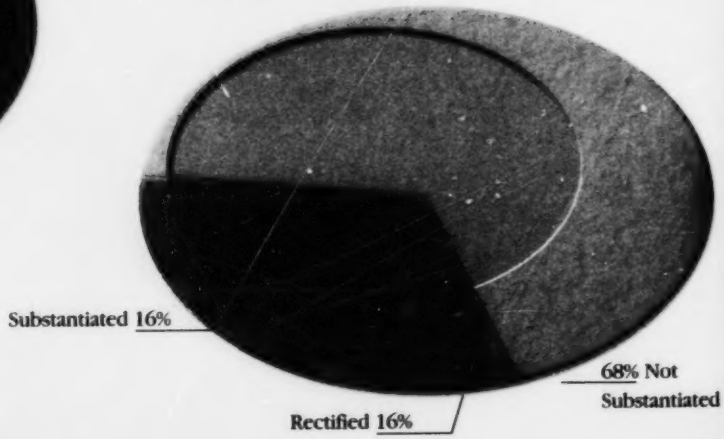
**The 1999 statistics for these departments were not broken down.*



### Recommendations to Government 2000

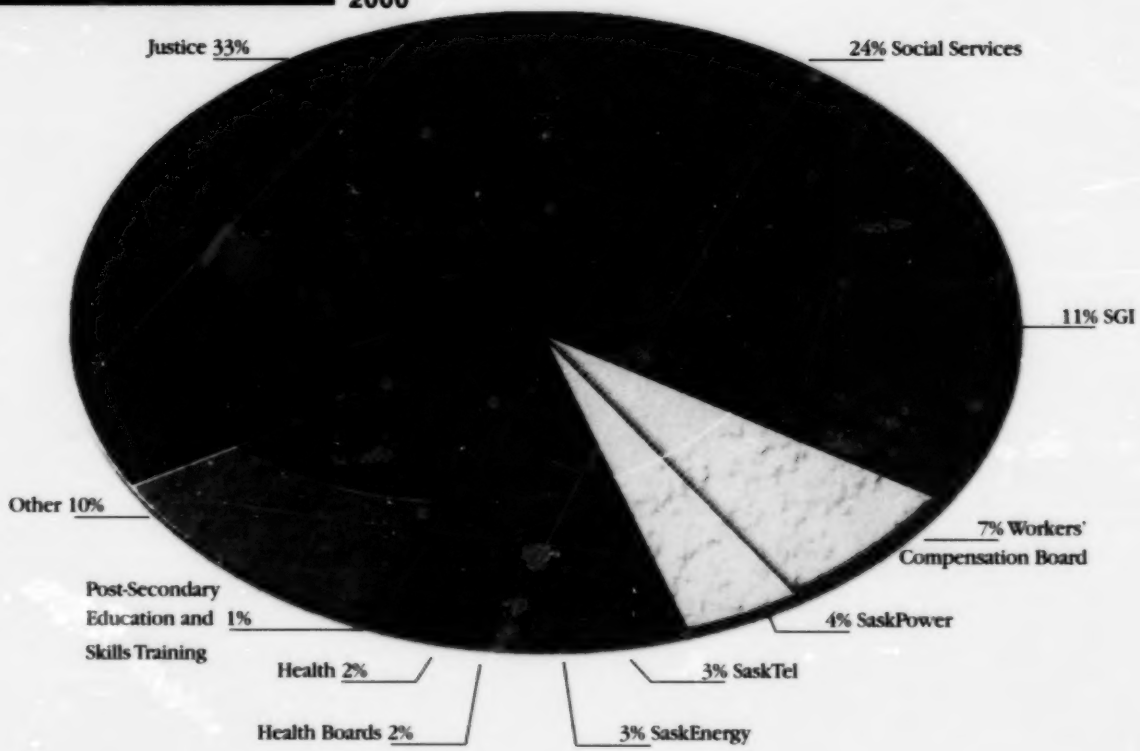



### Results of Complaints 2000



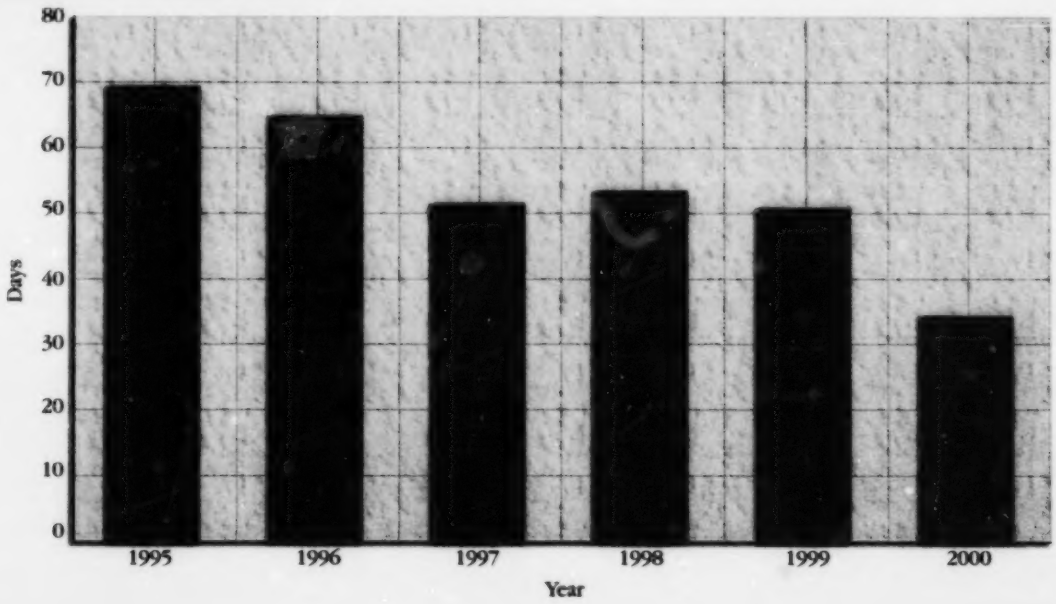
## Complaints Received by Department or Agency

**2000**

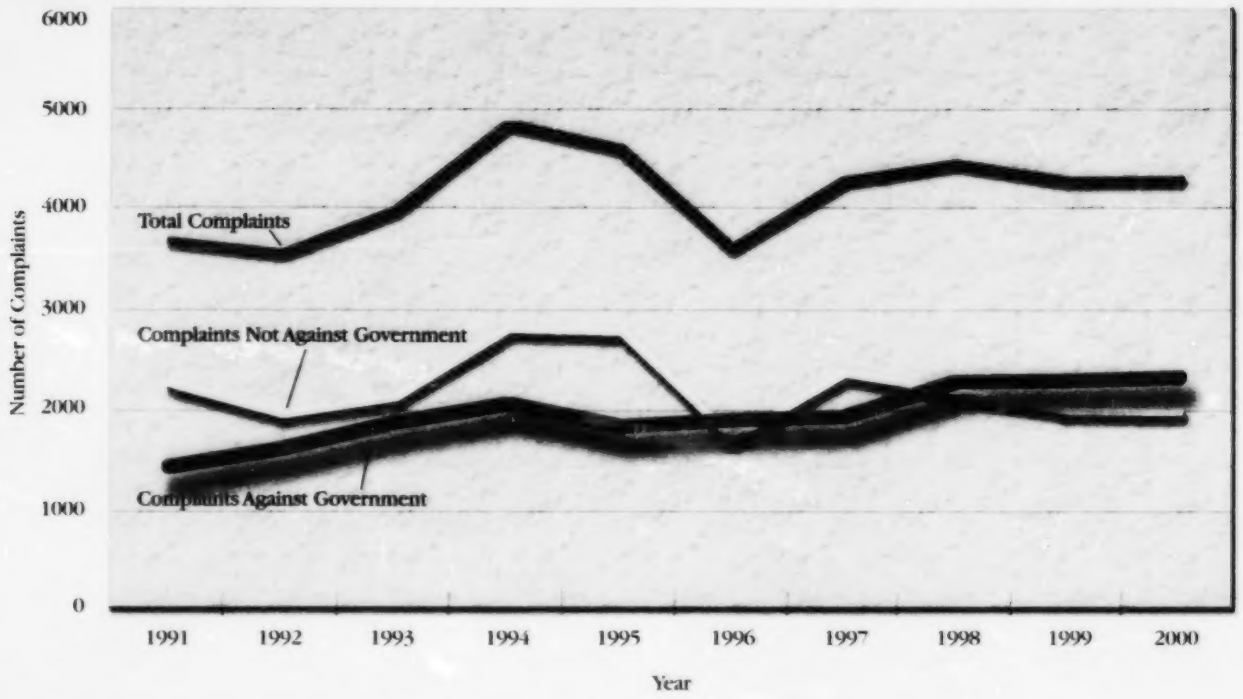



## Average Days Files Open

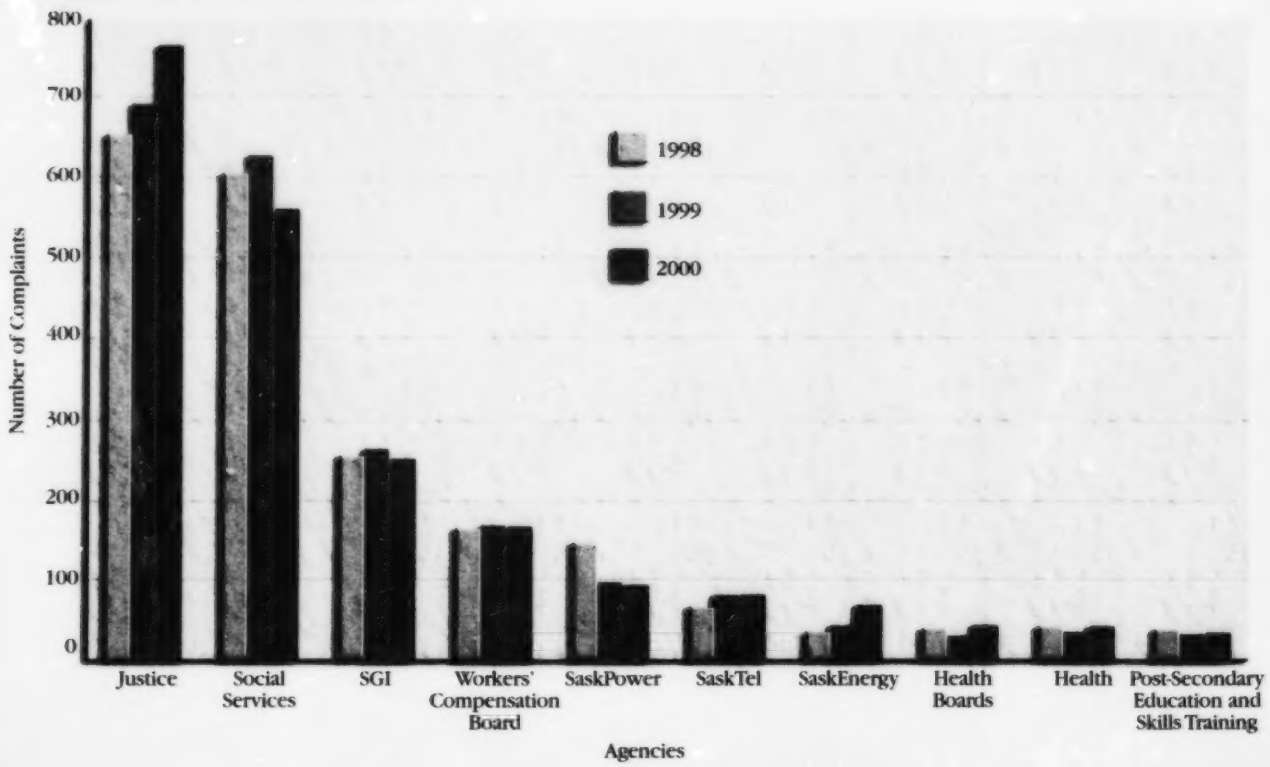
**1995-2000**



## Total Complaints Received 1991-2000




## Top Ten Agencies 1998 - 2000



## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 Total |
|---|---|---|---|---|---|---|---|
| **Departments** | | | | | | | |
| Agriculture & Food | | | | | | | |
| General | - | 2 | - | 2 | 2 | 6 | 1 |
| Inspection & Regulatory Management Branch** | - | - | - | 1 | 5 | 6 | 3 |
| Lands Branch** | 1 | 2 | - | 1 | 2 | 6 | 6 |
| Saskatchewan Crop Insurance Corporation** | 1 | 1 | 1 | 2 | 7 | 13 | 5 |
| Economic & Co-operative Development | - | - | - | - | - | 0 | 2 |
| Education | | | | | | | |
| General | 1 | - | 3 | 1 | - | 5 | 2 |
| Provincial Exams, Student Teacher Services Unit | - | - | - | - | - | 0 | 1 |
| Energy & Mines | - | - | - | - | 1 | 1 | 2 |
| Environment & Resource Management | | | | | | | |
| General** | 3 | - | 2 | 3 | 5 | 14 | 11 |
| Enforcement and Compliance Branch | - | - | - | 1 | - | 1 | 0 |
| Environmental Assessment Branch | - | - | 2 | - | - | 2 | 0 |
| Environmental Protection Branch | - | 1 | - | 1 | 1 | 3 | 1 |
| Fish & Wildlife Branch | - | - | 1 | 1 | 1 | 3 | 1 |
| Executive Council | - | - | - | - | - | 0 | 1 |
| Finance | | | | | | | |
| General** | 1 | - | - | - | 2 | 4 | 3 |
| Municipal Employees' Pension Plan | - | - | - | - | - | 0 | 1 |
| Public Employees' Benefits Agency** | 1 | - | - | 3 | 1 | 7 | 9 |
| Revenue Division** | - | 2 | - | - | 2 | 5 | 5 |
| Saskatchewan Pension Plan | - | - | 1 | - | - | 1 | 1 |
| Health | | | | | | | |
| General** | - | - | 2 | 1 | 4 | 8 | 8 |
| Acute & Emergency Services Branch | - | - | - | - | 2 | 2 | 1 |
| Community Care Branch** | - | 1 | - | 4 | 5 | 11 | 3 |
| Drug Plan & Extended Health Benefits Branch** | 2 | 1 | 1 | 1 | 6 | 11 | 12 |
| Medical Services & Health Registration Branch** | - | 2 | - | - | 4 | 7 | 8 |
| Provincial Laboratory Services | - | - | - | - | 1 | 1 | 0 |
| Vital Statistics | - | - | - | - | 2 | 2 | 1 |

## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 Total |
|---|---|---|---|---|---|---|---|
| **Departments** | | | | | | | |
| Agriculture & Food | | | | | | | |
| General | - | 2 | - | 2 | 2 | 6 | 1 |
| Inspection & Regulatory Management Branch** | - | - | - | 1 | 5 | 6 | 3 |
| Lands Branch** | 1 | 2 | - | 1 | 2 | 6 | 6 |
| Saskatchewan Crop Insurance Corporation** | 1 | 1 | 1 | 2 | 7 | 13 | 5 |
| Economic & Co-operative Development | - | - | - | - | - | 0 | 2 |
| Education | | | | | | | |
| General | 1 | - | 3 | 1 | - | 5 | 2 |
| Provincial Exams, Student Teacher Services Unit | - | - | - | - | - | 0 | 1 |
| Energy & Mines | - | - | - | - | 1 | 1 | 2 |
| Environment & Resource Management | | | | | | | |
| General** | 3 | - | 2 | 3 | 5 | 14 | 11 |
| Enforcement and Compliance Branch | - | - | - | 1 | - | 1 | 0 |
| Environmental Assessment Branch | - | - | 2 | - | - | 2 | 0 |
| Environmental Protection Branch | - | 1 | - | 1 | 1 | 3 | 1 |
| Fish & Wildlife Branch | - | - | 1 | 1 | 1 | 3 | 1 |
| Executive Council | - | - | - | - | - | 0 | 1 |
| Finance | | | | | | | |
| General** | 1 | - | - | - | 2 | 4 | 3 |
| Municipal Employees' Pension Plan | - | - | - | - | - | 0 | 1 |
| Public Employees' Benefits Agency** | 1 | - | - | 3 | 1 | 7 | 9 |
| Revenue Division** | - | 2 | - | - | 2 | 5 | 5 |
| Saskatchewan Pension Plan | - | - | 1 | - | - | 1 | 1 |
| Health | | | | | | | |
| General** | - | - | 2 | 1 | 4 | 8 | 8 |
| Acute & Emergency Services Branch | - | - | - | - | 2 | 2 | 1 |
| Community Care Branch** | - | 1 | - | 4 | 5 | 11 | 3 |
| Drug Plan & Extended Health Benefits Branch** | 2 | 1 | 1 | 1 | 6 | 11 | 12 |
| Medical Services & Health Registration Branch** | - | 2 | - | - | 4 | 7 | 8 |
| Provincial Laboratory Services | - | - | - | - | 1 | 1 | 0 |
| Vital Statistics | - | - | - | - | 2 | 2 | 1 |

## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 Total |
|---|---|---|---|---|---|---|---|
| **Departments** | | | | | | | |
| Highways & Transportation | | | | | | | |
| General** | 1 | 1 | - | - | 1 | 4 | 2 |
| Operations Division** | - | 1 | - | - | 2 | 4 | 5 |
| Intergovernmental & Aboriginal Affairs | - | - | 2 | - | - | 2 | 0 |
| Justice | | | | | | | |
| General** | - | 1 | 1 | 3 | 4 | 10 | 10 |
| Consumer Protection Branch | 1 | - | - | - | - | 2 | 1 |
| Coroner's Office Branch | - | - | - | 1 | - | 1 | 0 |
| Corporations Branch | - | 1 | 1 | 1 | 1 | 4 | 4 |
| Corrections Division | | | | | | | |
| General** | 1 | - | 1 | - | 1 | 3 | 12 |
| Battlefords Community Correctional Centre | - | - | - | - | 3 | 3 | 0 |
| Community Operations Branch-Probation** | 1 | 1 | - | 3 | 5 | 11 | 14 |
| Community Training Residences (CTR) | 2 | 3 | - | 3 | 11 | 19 | 9 |
| Northern Region (Besnard Lake, Buffalo Narrows, Waden Bay) | - | 1 | - | 1 | 5 | 7 | 6 |
| Pine Grove Correctional Centre** | 3 | 2 | 3 | 6 | 40 | 56 | 32 |
| Prince Albert Correctional Centre** | 13 | 10 | 2 | 14 | 80 | 120 | 106 |
| Prince Albert Healing Lodge** | 2 | 1 | - | - | - | 3 | 2 |
| Regina Correctional Centre** | 42 | 18 | 6 | 55 | 52 | 174 | 163 |
| Saskatoon Correctional Centre** | 30 | 20 | 1 | 15 | 131 | 200 | 173 |
| Court Services Branch | 2 | - | 3 | 4 | 8 | 17 | 6 |
| Land Titles** | - | - | - | 1 | 3 | 4 | 9 |
| Maintenance Enforcement Office** | 6 | 1 | 3 | 3 | 67 | 84 | 117 |
| Mediation Services Branch | - | - | - | - | 1 | 1 | 1 |
| Public Prosecutions | 1 | - | - | - | - | 1 | 3 |
| Public Trustee** | 2 | 3 | - | 1 | 2 | 11 | 6 |
| Rentalsman/Provincial Mediation Board | 2 | 1 | 2 | 3 | 10 | 19 | 15 |
| Victims Services Branch | - | - | - | - | - | 0 | 6 |
| Labour | | | | | | | |
| Labour Relations and Mediation Branch | 1 | - | 1 | - | 1 | 3 | 2 |
| Labour Standards Branch | - | - | 2 | 1 | 7 | 10 | 9 |
| Occupational Health & Safety Division | - | - | - | - | 2 | 2 | 0 |
| Office of the Worker's Advocate** | - | - | - | - | - | 1 | 0 |
| Municipal Affairs, Culture & Housing | | | | | | | |
| General** | 3 | 1 | 1 | 4 | 3 | 13 | 5 |
| Municipal and Community Services Division | - | - | - | - | - | 0 | 1 |
| Housing Division | - | 2 | - | - | 1 | 4 | 27 |

## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 |
|---|---|---|---|---|---|---|---|
| **Departments** | | | | | | | |
| Post-Secondary Education & Skills Training | | | | | | | |
| General** | - | - | - | 3 | 5 | 8 | 7 |
| Institutions Branch | - | - | - | - | 1 | 1 | 1 |
| Provincial Training Allowance | - | - | - | - | 2 | 2 | 6 |
| Student Financial Assistance Unit** | 1 | - | - | 1 | 11 | 13 | 17 |
| Training & Development Programs Unit** | - | - | - | - | 3 | 4 | 2 |
| Social Services | | | | | | | |
| General | - | 1 | - | - | 2 | 3 | 10 |
| Adoption Branch** | - | - | - | - | 1 | 2 | 3 |
| Building Independence Program** | 4 | 1 | - | 1 | 17 | 24 | 26 |
| Child Day Care Division | - | - | - | - | 1 | 1 | 2 |
| Community Living Division** | 1 | - | - | - | 1 | 4 | 7 |
| Family & Youth Services Division** | 7 | 2 | 2 | 8 | 31 | 54 | 50 |
| Income Security Program** | 37 | 8 | 2 | 22 | 384 | 470 | 527 |
| Valley View Centre** | - | 1 | - | - | - | 1 | 1 |
| Young Offenders Program Branch | - | 1 | - | - | 2 | 3 | 2 |
| **Boards** | | | | | | | |
| District Health Boards | | | | | | | |
| Battlefords District Health Board** | - | 3 | - | 3 | 2 | 9 | 0 |
| East Central District Health Board | - | - | - | - | - | 1 | 0 |
| Living Sky District Health Board | - | - | - | - | 1 | 1 | 0 |
| Lloydminster District Health Board | - | - | - | - | 1 | 1 | 0 |
| Mamawetan-Churchill District Health Board | - | - | - | - | - | 0 | 1 |
| Moose Jaw-Thunder Creek District Health Board** | - | - | - | - | - | 1 | 1 |
| North-East District Health Board | - | - | 1 | 1 | - | 2 | 0 |
| Parkland District Health Board** | - | - | - | 1 | - | 1 | 2 |
| Pasquia District Health Board | - | - | - | - | - | 0 | 1 |
| Pipestone District Health Board | - | - | - | 1 | 1 | 2 | 0 |
| Prince Albert District Health Board | - | - | - | - | - | 0 | 1 |
| Regina District Health Board** | 1 | 1 | 1 | 5 | 4 | 15 | 12 |
| Rolling Hills District Health Board | - | - | - | - | 1 | 1 | 0 |
| Saskatoon District Health Board** | - | - | 2 | 1 | 3 | 7 | 8 |



STATS

## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 Total |
|---|---|---|---|---|---|---|---|
| **Departments** | | | | | | | |
| Highways & Transportation | | | | | | | |
| General** | 1 | 1 | - | - | 1 | 4 | 2 |
| Operations Division** | - | 1 | - | - | 2 | 4 | 5 |
| Intergovernmental & Aboriginal Affairs | - | - | 2 | - | - | 2 | 0 |
| Justice | | | | | | | |
| General** | - | 1 | 1 | 3 | 4 | 10 | 10 |
| Consumer Protection Branch | 1 | - | - | - | - | 2 | 1 |
| Coroner's Office Branch | - | - | - | 1 | - | 1 | 0 |
| Corporations Branch | - | 1 | 1 | 1 | 1 | 4 | 4 |
| Corrections Division | | | | | | | |
| General** | 1 | - | 1 | - | 1 | 3 | 12 |
| Battlefords Community Correctional Centre | - | - | - | - | 3 | 3 | 0 |
| Community Operations Branch-Probation** | 1 | 1 | - | 3 | 5 | 11 | 14 |
| Community Training Residences (CTR) | 2 | 3 | - | 3 | 11 | 19 | 9 |
| Northern Region (Besnard Lake, Buffalo Narrows, Waden Bay) | - | 1 | - | 1 | 5 | 7 | 6 |
| Pine Grove Correctional Centre** | 3 | 2 | 3 | 6 | 40 | 56 | 32 |
| Prince Albert Correctional Centre** | 13 | 10 | 2 | 14 | 80 | 120 | 106 |
| Prince Albert Healing Lodge** | 2 | 1 | - | - | - | 3 | 2 |
| Regina Correctional Centre** | 42 | 18 | 6 | 55 | 52 | 174 | 163 |
| Saskatoon Correctional Centre** | 30 | 20 | 1 | 15 | 131 | 200 | 173 |
| Court Services Branch | 2 | - | 3 | 4 | 8 | 17 | 6 |
| Land Titles** | - | - | - | 1 | 3 | 4 | 9 |
| Maintenance Enforcement Office** | 6 | 1 | 3 | 3 | 67 | 84 | 117 |
| Mediation Services Branch | - | - | - | - | 1 | 1 | 1 |
| Public Prosecutions | 1 | - | - | - | - | 1 | 3 |
| Public Trustee** | 2 | 3 | - | 1 | 2 | 11 | 6 |
| Rentalsman/Provincial Mediation Board | 2 | 1 | 2 | 3 | 10 | 19 | 15 |
| Victims Services Branch | - | - | - | - | - | 0 | 6 |
| Labour | | | | | | | |
| Labour Relations and Mediation Branch | 1 | - | 1 | - | 1 | 3 | 2 |
| Labour Standards Branch | - | - | 2 | 1 | 7 | 10 | 9 |
| Occupational Health & Safety Division | - | - | - | - | 2 | 2 | 0 |
| Office of the Worker's Advocate** | - | - | - | - | - | 1 | 0 |
| Municipal Affairs, Culture & Housing | | | | | | | |
| General** | 3 | 1 | 1 | 4 | 3 | 13 | 5 |
| Municipal and Community Services Division | - | - | - | - | - | 0 | 1 |
| Housing Division | - | 2 | - | - | 1 | 4 | 27 |

## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 |
|---|---|---|---|---|---|---|---|
| **Departments** | | | | | | | |
| Post-Secondary Education & Skills Training | | | | | | | |
| General** | - | - | - | 3 | 5 | 8 | 7 |
| Institutions Branch | - | - | - | - | 1 | 1 | 1 |
| Provincial Training Allowance | - | - | - | - | 2 | 2 | 6 |
| Student Financial Assistance Unit** | 1 | - | - | 1 | 11 | 13 | 17 |
| Training & Development Programs Unit** | - | - | - | - | 3 | 4 | 2 |
| Social Services | | | | | | | |
| General | - | 1 | - | - | 2 | 3 | 10 |
| Adoption Branch** | - | - | - | - | 1 | 2 | 3 |
| Building Independence Program** | 4 | 1 | - | 1 | 17 | 24 | 26 |
| Child Day Care Division | - | - | - | - | 1 | 1 | 2 |
| Community Living Division** | 1 | - | - | - | 1 | 4 | 7 |
| Family & Youth Services Division** | 7 | 2 | 2 | 8 | 31 | 54 | 50 |
| Income Security Program** | 37 | 8 | 2 | 22 | 384 | 470 | 527 |
| Valley View Centre** | - | 1 | - | - | - | 1 | 1 |
| Young Offenders Program Branch | - | 1 | - | - | 2 | 3 | 2 |
| **Boards** | | | | | | | |
| District Health Boards | | | | | | | |
| Battlefords District Health Board** | - | 3 | - | 3 | 2 | 9 | 0 |
| East Central District Health Board | - | - | - | - | - | 1 | 0 |
| Living Sky District Health Board | - | - | - | - | 1 | 1 | 0 |
| Lloydminster District Health Board | - | - | - | - | 1 | 1 | 0 |
| Mamawetan-Churchill District Health Board | - | - | - | - | - | 0 | 1 |
| Moose Jaw-Thunder Creek District Health Board** | - | - | - | - | - | 1 | 1 |
| North-East District Health Board | - | - | 1 | 1 | - | 2 | 0 |
| Parkland District Health Board** | - | - | - | 1 | - | 1 | 2 |
| Pasquia District Health Board | - | - | - | - | - | 0 | 1 |
| Pipestone District Health Board | - | - | - | 1 | 1 | 2 | 0 |
| Prince Albert District Health Board | - | - | - | - | - | 0 | 1 |
| Regina District Health Board** | 1 | 1 | 1 | 5 | 4 | 15 | 12 |
| Rolling Hills District Health Board | - | - | - | - | 1 | 1 | 0 |
| Saskatoon District Health Board** | - | - | 2 | 1 | 3 | 7 | 8 |

## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 |
|---|---|---|---|---|---|---|---|
| **Boards** | | | | | | | |
| District Health Boards | | | | | | | |
| South Central District Health Board | - | - | 1 | - | - | 1 | 1 |
| South East District Health Board** | - | - | - | - | 1 | 1 | 1 |
| Swift Current District Health Board | 1 | - | - | - | - | 1 | 3 |
| Touchwood Qu'Appelle District Health Board | - | - | - | - | - | 0 | 1 |
| Farm Land Security Board** | - | - | - | - | - | 0 | 1 |
| Highway Traffic Board | 1 | 1 | - | 1 | - | 3 | 5 |
| Labour Relations Board | - | - | - | - | - | 0 | 3 |
| Lands Appeal Board | - | 1 | - | - | - | 1 | 0 |
| Municipal Housing Authority | | | | | | | |
| General | - | - | - | 1 | 1 | 2 | 5 |
| Buffalo Narrows Regional Housing Authority | - | - | - | - | 1 | 1 | 0 |
| Estevan Housing Authority** | - | - | - | - | - | 1 | 0 |
| La Loche Housing Authority | - | - | - | - | 1 | 1 | 0 |
| Manor Housing Authority | 1 | - | - | - | - | 1 | 0 |
| Melville Housing Authority | 1 | - | - | - | - | 1 | 0 |
| Prince Albert Housing Authority | - | - | - | 1 | - | 1 | 0 |
| Regina Housing Authority** | 1 | - | - | - | - | 3 | 2 |
| Saskatoon Housing Authority** | - | - | - | - | 1 | 3 | 3 |
| Weyburn Housing Authority** | 1 | - | - | - | - | 2 | 0 |
| All Others** | - | - | - | - | - | 0 | 1 |
| Rates Appeal Board | - | 2 | - | - | - | 2 | 1 |
| Saskatchewan Arts Board** | - | - | - | - | 1 | 2 | 0 |
| Saskatchewan Municipal Board | | | | | | | |
| General | - | - | - | - | - | 0 | 1 |
| Assessment Appeals Committee | - | 1 | - | 1 | 2 | 4 | 3 |
| Social Services Appeal Board** | - | 11 | - | 1 | - | 12 | 13 |
| Surface Rights Arbitration Board | - | - | - | - | - | 0 | 1 |
| Water Appeal Board | - | - | - | - | - | 0 | 1 |
| Workers' Compensation Board** | 6 | 16 | - | 7 | 137 | 169 | 181 |
| **Commissions** | | | | | | | |
| Public Service Commission** | - | 1 | 1 | - | 1 | 5 | 4 |
| Saskatchewan Human Rights Commission | - | 1 | 2 | - | 3 | 6 | 9 |
| Saskatchewan Legal Aid Commission | 3 | 11 | 3 | 4 | 12 | 33 | 45 |
| Saskatchewan Securities Commission | - | - | - | - | - | 0 | 1 |

## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 |
|---|---|---|---|---|---|---|---|
| **Crown Corporations** | | | | | | | |
| Agricultural Credit Corporation of Saskatchewan** | - | - | 1 | - | - | 2 | 4 |
| New Careers Corporation | 1 | - | - | - | - | 1 | 0 |
| Saskatchewan Economic Development Corporation | - | - | - | - | 1 | 1 | 0 |
| Saskatchewan Gaming Corporation | - | 1 | - | - | 1 | 2 | 2 |
| Saskatchewan Government Insurance | | | | | | | |
| General** | 4 | 1 | 2 | 2 | 9 | 18 | 31 |
| Auto Fund** | 7 | 3 | 3 | 4 | 14 | 32 | 46 |
| Claims Division | | | | | | | 187 |
| General** | 15 | 10 | 8 | 14 | 97 | 147 | 0 |
| Personal Injury Protection Plan** | 4 | 1 | 4 | 5 | 29 | 45 | 0 |
| Saskatchewan Institute of Applied Science & Technology (SIAST)** | - | - | 1 | 3 | 9 | 15 | 3 |
| Saskatchewan Property Management Corporation** | - | - | - | - | 1 | 2 | 0 |
| Saskatchewan Transportation Company | - | - | - | - | 1 | 1 | 3 |
| Saskatchewan Water Corporation** | 2 | - | - | - | 4 | 7 | 7 |
| SaskEnergy** | 8 | 2 | - | 6 | 47 | 65 | 44 |
| SaskPower** | 17 | 4 | 1 | 9 | 56 | 93 | 100 |
| SaskTel** | 12 | 4 | - | 13 | 39 | 83 | 79 |
| **Agencies** | | | | | | | |
| Saskatchewan Assessment Management Agency | - | - | - | - | 1 | 1 | 0 |
| Saskatchewan Liquor & Gaming Authority | | | | | | | |
| General | - | 1 | - | - | - | 1 | 0 |
| Liquor & Gaming & Licensing Commission | - | - | - | 3 | 1 | 4 | 4 |
| Saskatchewan Police Complaints Investigator | - | - | 2 | - | 1 | 3 | 1 |
| Saskatchewan Research Council** | - | - | 1 | - | - | 1 | 1 |
| **Totals** | **259** | **170** | **80** | **263** | **1,441** | **2,323** | **2,321** |

** *Please note the total figures of these departments include files that have been closed through Alternative Case Resolution.*

## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 |
|---|---|---|---|---|---|---|---|
| **Boards** | | | | | | | |
| District Health Boards | | | | | | | |
| South Central District Health Board | - | - | 1 | - | - | 1 | 1 |
| South East District Health Board** | - | - | - | - | 1 | 1 | 1 |
| Swift Current District Health Board | 1 | - | - | - | - | 1 | 3 |
| Touchwood Qu'Appelle District Health Board | - | - | - | - | - | 0 | 1 |
| Farm Land Security Board** | - | - | - | - | - | 0 | 1 |
| Highway Traffic Board | 1 | 1 | - | 1 | - | 3 | 5 |
| Labour Relations Board | - | - | - | - | - | 0 | 3 |
| Lands Appeal Board | - | 1 | - | - | - | 1 | 0 |
| Municipal Housing Authority | | | | | | | |
| General | - | - | - | 1 | 1 | 2 | 5 |
| Buffalo Narrows Regional Housing Authority | - | - | - | - | 1 | 1 | 0 |
| Estevan Housing Authority** | - | - | - | - | - | 1 | 0 |
| La Loche Housing Authority | - | - | - | - | 1 | 1 | 0 |
| Manor Housing Authority | 1 | - | - | - | - | 1 | 0 |
| Melville Housing Authority | 1 | - | - | - | - | 1 | 0 |
| Prince Albert Housing Authority | - | - | - | 1 | - | 1 | 0 |
| Regina Housing Authority** | 1 | - | - | - | - | 3 | 2 |
| Saskatoon Housing Authority** | - | - | - | - | 1 | 3 | 3 |
| Weyburn Housing Authority** | 1 | - | - | - | - | 2 | 0 |
| All Others** | - | - | - | - | - | 0 | 1 |
| Rates Appeal Board | - | 2 | - | - | - | 2 | 1 |
| Saskatchewan Arts Board** | - | - | - | - | 1 | 2 | 0 |
| Saskatchewan Municipal Board | | | | | | | |
| General | - | - | - | - | - | 0 | 1 |
| Assessment Appeals Committee | - | 1 | - | 1 | 2 | 4 | 3 |
| Social Services Appeal Board** | - | 11 | - | 1 | - | 12 | 13 |
| Surface Rights Arbitration Board | - | - | - | - | - | 0 | 1 |
| Water Appeal Board | - | - | - | - | - | 0 | 1 |
| Workers' Compensation Board** | 6 | 16 | - | 7 | 137 | 169 | 181 |
| **Commissions** | | | | | | | |
| Public Service Commission** | - | 1 | 1 | - | 1 | 5 | 4 |
| Saskatchewan Human Rights Commission | - | 1 | 2 | - | 3 | 6 | 9 |
| Saskatchewan Legal Aid Commission | 3 | 11 | 3 | 4 | 12 | 33 | 45 |
| Saskatchewan Securities Commission | - | - | - | - | - | 0 | 1 |

## Complaints CLOSED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies - 2000

| Departments, Boards, Commissions, Crown Corporations, and Agencies | Resolved | Not Substantiated | No Jurisdiction | Discontinued | Assistance Rendered | 2000 Total | 1999 |
|---|---|---|---|---|---|---|---|
| **Crown Corporations** | | | | | | | |
| Agricultural Credit Corporation of Saskatchewan** | - | - | 1 | - | - | 2 | 4 |
| New Careers Corporation | 1 | - | - | - | - | 1 | 0 |
| Saskatchewan Economic Development Corporation | - | - | - | - | 1 | 1 | 0 |
| Saskatchewan Gaming Corporation | - | 1 | - | - | 1 | 2 | 2 |
| Saskatchewan Government Insurance | | | | | | | |
| General** | 4 | 1 | 2 | 2 | 9 | 18 | 31 |
| Auto Fund** | 7 | 3 | 3 | 4 | 14 | 32 | 46 |
| Claims Division | | | | | | | 187 |
| General** | 15 | 10 | 8 | 14 | 97 | 147 | 0 |
| Personal Injury Protection Plan** | 4 | 1 | 4 | 5 | 29 | 45 | 0 |
| Saskatchewan Institute of Applied Science & Technology (SIAST)** | - | - | 1 | 3 | 9 | 15 | 3 |
| Saskatchewan Property Management Corporation** | - | - | - | - | 1 | 2 | 0 |
| Saskatchewan Transportation Company | - | - | - | - | 1 | 1 | 3 |
| Saskatchewan Water Corporation** | 2 | - | - | - | 4 | 7 | 7 |
| SaskEnergy** | 8 | 2 | - | 6 | 47 | 65 | 44 |
| SaskPower** | 17 | 4 | 1 | 9 | 56 | 93 | 100 |
| SaskTel** | 12 | 4 | - | 13 | 39 | 68 | 79 |
| **Agencies** | | | | | | | |
| Saskatchewan Assessment Management Agency | - | - | - | - | 1 | 1 | 0 |
| Saskatchewan Liquor & Gaming Authority | | | | | | | |
| General | - | 1 | - | - | - | 1 | 0 |
| Liquor & Gaming & Licensing Commission | - | - | - | 3 | 1 | 4 | 4 |
| Saskatchewan Police Complaints Investigator | - | - | 2 | - | 1 | 3 | 1 |
| Saskatchewan Research Council** | - | - | 1 | - | - | 1 | 1 |
| **Totals** | 259 | 170 | 80 | 263 | 1,441 | 2,323 | 2,321 |

** *Please note the total figures of these departments include files that have been closed through Alternative Case Resolution.*

## 2000
## Total Complaints RECEIVED Against Saskatchewan Departments, Boards, Commissions, Crown Corporations and Agencies

| | Against Saskatchewan Departments, Boards, etc. | Not Against Saskatchewan Departments, Boards, etc. | Total |
|---|---|---|---|
| January | 199 | 160 | 359 |
| February | 200 | 171 | 371 |
| March | 204 | 197 | 401 |
| April | 154 | 125 | 279 |
| May | 190 | 220 | 410 |
| June | 253 | 145 | 398 |
| July | 158 | 132 | 290 |
| August | 215 | 217 | 432 |
| September | 192 | 120 | 312 |
| October | 191 | 198 | 389 |
| November | 198 | 171 | 369 |
| December | 173 | 124 | 297 |
| **Totals** | **2,327** | **1,980** | **4,307** |

## 2000
## Complaints Other Than Against Saskatchewan Departments, Boards, Commissions, Crown Corporations, and Agencies

| Category | Regina | Saskatoon | Total | % |
|---|---|---|---|---|
| Children's Advocate Referrals | 23 | 14 | 37 | 1.9 |
| Consumer | 298 | 225 | 523 | 26.4 |
| Courts/Legal | 46 | 72 | 118 | 6.0 |
| Family | 4 | 10 | 14 | .7 |
| Federal | 143 | 170 | 313 | 15.8 |
| Local Government | 33 | 79 | 112 | 5.7 |
| Medical | 7 | 26 | 33 | 1.7 |
| Other | 526 | 206 | 732 | 36.9 |
| Private | 33 | 45 | 78 | 3.9 |
| Professional | 12 | 8 | 20 | 1.0 |
| **Totals** | **1,125** | **855** | **1,980** | **100** |

## 2000
## Total Complaints RECEIVED Against
## Saskatchewan Departments, Boards, Commissions, Crown Corporations and Agencies

| | Against Saskatchewan Departments, Boards, etc. | Not Against Saskatchewan Departments, Boards, etc. | Total |
|---|---|---|---|
| January | 199 | 160 | 359 |
| February | 200 | 171 | 371 |
| March | 204 | 197 | 401 |
| April | 154 | 125 | 279 |
| May | 190 | 220 | 410 |
| June | 253 | 145 | 398 |
| July | 158 | 132 | 290 |
| August | 215 | 217 | 432 |
| September | 192 | 120 | 312 |
| October | 191 | 198 | 389 |
| November | 198 | 171 | 369 |
| December | 173 | 124 | 297 |
| **Totals** | **2,327** | **1,980** | **4,307** |



## 2000
## Complaints Other Than Against Saskatchewan
## Departments, Boards, Commissions, Crown Corporations, and Agencies

| Category | Regina | Saskatoon | Total | % |
|---|---|---|---|---|
| Children's Advocate Referrals | 23 | 14 | 37 | 1.9 |
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| Other | 526 | 206 | 732 | 36.9 |
| Private | 33 | 45 | 78 | 3.9 |
| Professional | 12 | 8 | 20 | 1.0 |
| **Totals** | **1,125** | **855** | **1,980** | **100** |